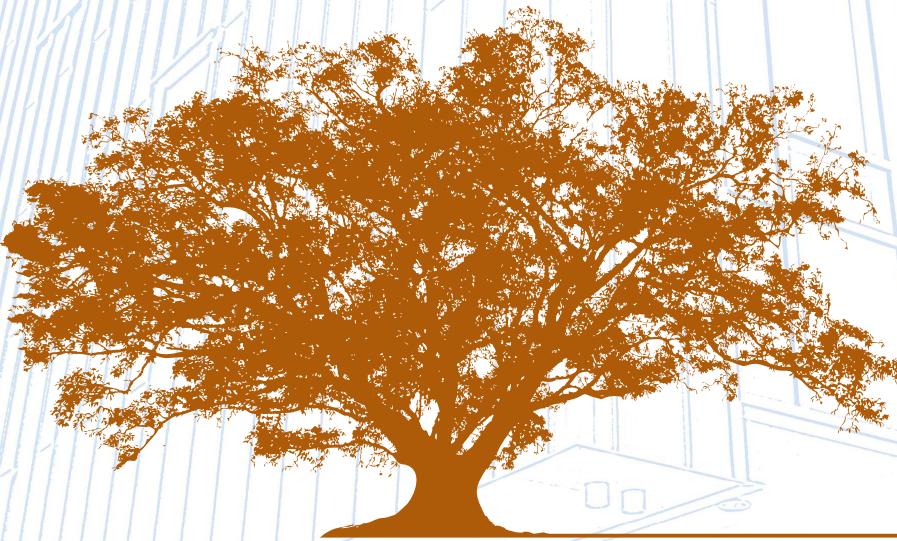




mississippi department of  
Information Technology Services

# Information Technology Course Catalog



# EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

April-June 2015

This catalog is also  
available online at  
[www.its.ms.gov](http://www.its.ms.gov)

**About ITS Training:** The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is called the Eastwood Education Center. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The Eastwood Education Center uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2014, ITS offered approximately 165 instructor led classes to approximately 777 students, representing numerous state agencies, universities, community colleges, and governing authorities. The curriculum has been expanded as the demand for information systems skills has increased. The Eastwood Education Center provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

**Customized Training:** The Eastwood Education Center has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with Skillsoft.

***Continuing Education is the Key to Success:***

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

***Other Services Offered by ITS:***

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

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# General Information

## ***Welcome to the Eastwood Education Center:***

The Eastwood Education Center, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

## ***Facilities:***

The Eastwood Education Center is located at 3771 Eastwood Drive, in Jackson, MS. The Eastwood Education Center has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

## ***Instructors:***

Highly trained individuals who work in the industry or are instructors at state colleges and universities teach classes at the Eastwood Education Center. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

## ***Registration:***

Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the Eastwood Education Center and indicate the number of students to be enrolled in each course.

## ***Class Size:***

Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The Eastwood Education Center reserves the right to cancel any class due to under-enrollment or other reasonable cause.

## ***Textbooks & Materials:***

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

## ***Class Confirmation:***

As soon as registration forms have been received and plans for the April to June classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

## ***Cancellations and Substitutions:***

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

**On-Line Training:** ITS has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, [www.its.ms.gov](http://www.its.ms.gov), for more course information.

**Charges:** The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	\$25.00	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$400.00
Courses 11—20 hours (IL)*	\$150.00	\$450.00
Courses 21—30 hours (IL)*	\$300.00	\$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	\$225.00/yr	N/A
Online Training (Full Library)	\$150.00/yr	N/A
Online Training (Technical)	\$150.00/yr	N/A
Online Training (Business)	\$150.00/yr	N/A
Online Training (Desktop)	\$55.00/yr	N/A
<i>* Instructor Led Courses</i>		
<i>** The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.</i>		

**Nonexempt Employees:**

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

**For More Information:**

If you have questions regarding this catalog or the Eastwood Education Center, please contact:

Susan McClain, Education Coordinator .....(601) 432-8186

Connie Smith, Education Assistant.....(601) 432-8051

# INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

## *Brief Course Description:*



This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

**Prerequisites:** Students should have A+ and Network+ experience.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHICND1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1504	Starting Monday, May 11, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 2

## *Brief Course Description:*



This course focuses on skills and knowledge necessary to install, operate, and troubleshoot a small to medium-sized branch office Enterprise network, including configuring several switches and routers, connecting to a WAN, and implementing network security. Topics covered include:

- small network implementation
- medium-sized switched network construction
- medium-sized routed network construction
- single area OSPF
- EIGRP implementation
- access control lists
- address space management
- LAN extension to a WAN.

**Prerequisites:** INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHICND2**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1503	Starting Monday, April 13, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS  Systems IT

# ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER

## *Brief Course Description:*



Students will learn to better manage and protect data access and information, simplify deployment and management of identity infrastructure, and provide more secure access to data from virtually anywhere. Topics covered include:

- advanced deployment & administration of AD DS
- securing AD DS
- monitoring, managing, & recovering AD DS
- implementing & administering AD DS sites & replication
- implementing group policy
- managing user settings with group policy
- implementing secure shared file access
- deploying & managing AD certificate services
- implementing & administrating AD rights management services
- implementing Windows AD
- more.

**Prerequisites:** Students must have experience working with AD DS, working in a Windows Server infrastructure enterprise environment, working with & troubleshooting core networking infrastructure technologies, and Hyper-V.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH10969**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1505	Starting Monday, April 13, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# ADMINISTERING WINDOWS SERVER 2012

**Brief Course Description:**



Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

**Prerequisites:** INSTALLING & CONFIGURING WINDOWS SERVER 2012

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20411**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1506	Starting Monday, June 22, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# ADVANCED SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

***Brief Course Description:***



Topics covered include:

- understanding architecture in SharePoint Server 2013
- designing for business continuity management
- test the backup & restore process
- configuring & managing business connectivity services
- connecting people
- enabling productivity & collaboration
- planning & configuring business intelligence
- planning & configuring enterprise search
- planning & configuring enterprise content management
- planning & configuring Web content management
- managing solutions in SharePoint Server 2013
- managing apps for SharePoint Server 2013
- developing a governance plan
- upgrading & migrating to SharePoint Server 2013.

***Prerequisites:*** CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20332**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1502	Starting Monday, June 15, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES

***Brief Course Description:***



Topics covered include:

- implementing advanced network services and advanced file services
- implementing dynamic access control
- implementing network load balancing
- implementing failover clustering
- implementing failover clustering with Hyper-V
- implementing disaster recovery
- implementing distributed AD DS deployments
- implementing AD DS sites & replication
- implementing AD CS
- implementing AD RMS & AD FS.

***Prerequisites:*** INSTALLING & CONFIGURING WINDOWS SERVER 2012

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20412**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1503	Starting Monday, May 4, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS  Systems IT

# CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

## *Brief Course Description:*



Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- deploying & managing Exchange Server 2013
- planning & configuring mailbox servers
- managing recipient objects
- planning & deploying client access servers
- planning & configuring messaging client connectivity
- planning & configuring message transport
- planning & implementing high availability
- planning & implementing disaster recovery
- planning & configuring message security options
- planning & configuring administrative security & auditing
- monitoring & troubleshooting Exchange Server 2013.

**Prerequisites:** Students must have at least two years of experience administering Windows Server, working with AD DS, working with name resolution, including DNS, & working with certificates, including PKI certificates.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20341**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1505	Starting Monday, June 22, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS

# CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

***Brief Course Description:***



Topics covered include:

- key features of SharePoint 2013
- designing an information architecture
- designing a logical architecture
- designing a physical architecture
- installing & configuring SharePoint Server 2013
- creating Web applications & site collections
- planning & configuring service applications
- managing users & permissions
- configuring authentication for SharePoint 2013
- securing a SharePoint 2013 deployment
- managing taxonomy
- configuring user profiles
- configuring enterprise search
- monitoring & maintaining a SharePoint 2013 environment.

**Prerequisites:** Students should have at least one year of experience with deploying and administering multiple SharePoint 2010 farms across a large enterprise.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20331**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1502	Starting Monday, April 13, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT



# DEVELOPING MICROSOFT SQL SERVER DATABASES (2014)

## *Brief Course Description:*

This course introduces SQL Server 2014 and describes logical table design, indexing, & query plans. Topics covered include:



- introduction to database development
- designing & implementing tables
- ensuring data integrity through constraints
- introduction to indexing
- advanced indexing
- columnstore indexes
- designing & implementing views
- designing & implementing stored procedures and user-defined functions
- responding to data manipulation via triggers
- implementing managed code in SQL Server
- storing & querying XML data in SQL Server
- working with SQL Server spatial data.

**Prerequisites:** Students must have knowledge of writing Transact-SQL queries and basic relational database concepts.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20464**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, April 6, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS      Systems IT



# IMPLEMENTING A DATA WAREHOUSE WITH MS SQL SERVER (2014)

## *Brief Course Description:*



Students will learn how to create a data warehouse with Microsoft SQL Server 2014, implement ETL with SQL Server Integration Services, and validate & cleanse data with SQL Server Data Quality Services & SQL Server Master Data Services. Topics covered include:

- planning data warehouse infrastructure
- designing & implementing a data warehouse
- creating an ETL solution with SSIS
- implementing control flow in an SSIS package
- debugging & troubleshooting SSIS packages
- implementing a data extraction solution
- enforcing data quality
- master data services
- extending SQL Server integration services
- deploying & configuring SSIS packages.

## *Prerequisites:*

Students must have experience with designing a normalized database, creating tables & relationships, querying with Transact-SQL, basic programming constructs, and awareness of key business priorities.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20463**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, June 1, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# IMPLEMENTING A DESKTOP INFRASTRUCTURE

## *Brief Course Description:*



This course provides guidance on planning and deploying desktops by using several technologies. Topics covered include:

- assessing & determining desktop deployment options
- planning an image management strategy
- implementing desktop security
- capturing & managing a desktop operating system image
- planning & implementing user state migration
- planning & deploying desktops using the Microsoft Deployment Toolkit and System Center 2012 Configuration Manager
- planning & implementing a remote desktop services infrastructure
- managing user state virtualization for enterprise desktops
- protecting enterprise desktops from malware & data loss.

**Prerequisites:** Students must have knowledge/understanding of TCP/IP & networking concepts, as well as Windows and Active Directory Domain Services.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20415**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1503	Starting Monday, May 18, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS



# IMPLEMENTING DATA MODELS & REPORTS WITH MS SQL SERVER (2014)

## *Brief Course Description:*



This course describes how to implement multidimensional & tabular data models, deliver reports with Microsoft SQL Server Reporting Services, and create dashboards with SharePoint Server PerformancePoint Services. Topics covered include:

- introduction to business intelligence & data modeling
- creating multidimensional databases
- working with cubes & dimensions
- working with measures & measure groups
- MDX
- enhancing a cube
- implementing an analysis services tabular data model
- DAX
- implementing & enhancing reports with SQL Server Reporting Services
- managing report execution & delivery
- performing predictive analysis with data mining.

**Prerequisites:** Students must have experience with designing a normalized database, creating tables & relationships, querying with Transact-SQL, basic programming constructs, and awareness of key business priorities.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20466**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, June 22, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# IMPLEMENTING DESKTOP APPLICATION ENVIRONMENTS

**Brief Course Description:**



This course provides students with the skills and knowledge to be able to design, deploy, and manage a Windows Server 2012 application management infrastructure. Topics covered include:

- designing an application distribution strategy
- diagnosing & remediating application compatibility
- deploying applications by using Group Policy & Windows Intune
- deploying applications by using System Center Configuration Manager
- configuring self-service application deployment
- designing & implementing presentation virtualization infrastructure
- preparing, configuring, & deploying presentation virtualization applications
- much more.

<b>Prerequisites:</b>	INSTALLING & CONFIGURING WINDOWS SERVER 2012 CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES ADMINISTERING WINDOWS SERVER 2012 IMPLEMENTING A DESKTOP INFRASTRUCTURE
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In addition, students must also have knowledge/understanding of TCP/IP & networking concepts, as well as Windows and Active Directory Domain Services.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20416**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, June 8, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# INSTALLING & CONFIGURING WINDOWS SERVER 2012

**Brief Course Description:**



Topics covered include:

- deploying & managing Windows Server 2012
- introduction to AD Domain Services
- managing AD Domain Services Objects
- automating AD Domain Services administration
- implementing IPv4
- implementing DHCP, DNS, IPv6
- local storage, file & print services
- group policy
- securing Windows servers by using group policy objects
- implementing server virtualization with Hyper-V.

**Prerequisites:** Students must have an understanding of networking fundamentals and configuring security & administration tasks in an enterprise environment, as well as experience supporting or configuring MS Windows clients.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20410**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1506	Starting Monday, May 11, 2015, for 1 week Monday - Friday	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT



# QUERYING MICROSOFT SQL SERVER (2014)

## *Brief Course Description:*



This course is the foundation for all SQL Server-related disciplines, including database administration, database development, and business intelligence. Topics covered include:

- introduction to Microsoft SQL Server 2014 and to T-SQL querying
- writing SELECT queries
- querying multiple tables
- sorting & filtering data
- working with SQL Server 2014 data types
- using DML to modify data
- grouping & aggregating data
- subqueries
- table expressions
- set operators
- Window ranking, offset, & aggregate functions
- pivoting & grouping sets
- programming with T-SQL
- implementing error handling & transactions.

**Prerequisites:** Students must have a knowledge of relational databases and a basic knowledge of the Microsoft Windows operating system and its core functionality.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20461**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1503	Starting Monday, June 1, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS



# SERVER VIRTUALIZATION WITH WINDOWS SERVER HYPER-V & SYSTEM CENTER

## *Brief Course Description:*



This course will teach the skills needed to deploy and manage a Microsoft Server Virtualization infrastructure in an enterprise environment. Topics covered include:

- evaluating the environment for virtualization
- installing & configuring the Hyper-V Server Role
- creating & managing virtual hard disks, virtual machines, & checkpoints
- creating & configuring virtual machine networks
- virtual machine movement & Hyper-V replica
- implementing failover clustering with Hyper-V
- installing & configuring System Center 2012 R2 virtual machine manager
- managing Clouds in System Center 2012 R2 virtual machine manager
- more.

**Prerequisites:** Students must have an understanding of TCP/IP & networking concepts, an understanding of different storage technologies & concepts, and an understanding of Windows PowerShell.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20409**

### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1503	Starting Monday, June 15, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# UPGRADING YOUR SKILLS TO MCSA WINDOWS SERVER 2012

## *Brief Course Description:*



Topics covered include:

- installing & configuring servers based on Windows Server 2012
- monitoring & maintaining Windows Server 2012 servers
- managing Windows Server 2012 with Windows PowerShell 3.0
- managing storage for Windows Server 2012
- implementing Network Services
- implementing DirectAccess
- implementing Failover Clustering
- implementing Hyper-V
- implementing Failover Clustering with Hyper-V
- implementing Dynamic Access Control
- implementing Active Directory Domain Services
- implementing AD FS.

**Prerequisites:** Students must have experience deploying & managing Windows Server 2008, experience with Windows networking & AD technologies & implementation, and Windows Server 2008 server virtualization technologies & implementation.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20417**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, June 1, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# ACCESS 2010: LEVEL 1

## *Brief Course Description:*



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

**Prerequisites:** Introduction to Windows

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2010: Level 1	20.00
Estimated Costs for State Employee	\$217.00

## **Course: CAC101**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>	
1507	Starting Monday, May 11, 2015, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS	Russell Walker

## ACCESS 2010: LEVEL 2

### *Brief Course Description:*



Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

**Prerequisites:** ACCESS 2010: LEVEL 1

### *Materials & Approximate Course Cost:*

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level 2</i>	20.00
Estimated Costs for State Employee	\$217.00

## Course: CAC102

### **Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1505	Starting Monday, April 6, 2015, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS
1506	Starting Wednesday, June 3, 2015, for 2 days	Wednesday & Thursday	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS

## ACCESS 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- structuring existing data
- writing advanced queries
- simplifying tasks with macros
- creating effective reports
- maintaining an Access database.

**Prerequisites:** ACCESS 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Access 2010: Level 3	20.00
Estimated Costs for State Employee	\$145.00

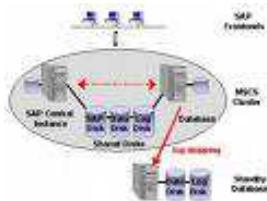
**Course: CAC103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1503	Starting Wednesday, April 22, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Russell Walker
1504	Starting Wednesday, June 24, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Russell Walker

# MAINTAINING A MICROSOFT SQL SERVER DATABASE

## *Brief Course Description:*



This course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2008 database. Topics covered include:

- installing & configuring an SQL server
- managing databases & files
- disaster recovery
- managing security
- transferring data
- automating administrative tasks
- implementing replication
- maintaining high availability
- monitoring the SQL server
- troubleshooting & performance tuning.

**Prerequisites:** Students should have a basic knowledge of the MS Windows operating system and its core functionality.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH6231**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1502	Starting Monday, May 18, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# HTML5: LEVEL 1

**Brief Course Description:**



Topics covered include:

- introduction to HTML5
- basic HTML structure
- document structure
- phrase elements
- attributes
- introduction to Style Sheets
- basic text & font styles
- box styles
- displaying tabular data
- creating & formatting links
- working with images.

**Prerequisites:** Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML51**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Wednesday, June 10, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn

# HTML5: LEVEL 2

**Brief Course Description:**



Topics covered include:

- planning a Web site
- HTML5 authoring
- content organization & structure
- basic SEO
- interactive forms
- data validation & error feedback
- form structure & styles
- form design considerations
- embedding native audio
- embedding native video
- styles that improve efficiency
- fonts in the cloud
- generated content
- editable content & local storage
- site testing basics.

**Prerequisites:** HTML5: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML52**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Thursday, June 11, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn

# ITIL FOUNDATION 2011 EDITION

**Brief Course Description:**



In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

**Prerequisites:** Familiarity with IT terminology and IT-related work experience are recommended, but not required.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,435.00
Estimated Costs for State Employee	\$1,435.00

**Course: CNHITIL1**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1503	Starting Wednesday, May 6, 2015, for 3 days	Wednesday, Thursday & Friday 8:00 AM – 4:30 PM Systems IT	Suite R-101, 1855 Lakeland Dr. Jackson, MS Systems IT

# ADMINISTERING SYSTEM CENTER 2012 CONFIGURATION MANAGER

***Brief Course Description:***



Students will gain the knowledge and skills to configure and manage a System Center 2012 Configuration Manager site. Topics covered include:

- overview of System Center 2012 Configuration Manager
- discovering & organizing resources
- managing the Configuration Manager Client
- managing inventory & software metering
- querying & reporting data
- managing software deployments by using packages & programs
- creating & deploying applications
- managing application development
- deploying & managing software updates
- implementing EndPoint Protection
- managing compliance settings & mobile devices
- configuring Wake On LAN.

**Prerequisites:** System administrator-level working knowledge of networking fundamentals, AD principles & management, Windows Server management, Windows client fundamentals, SQL Server 2008, basic public key infrastructure concept

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

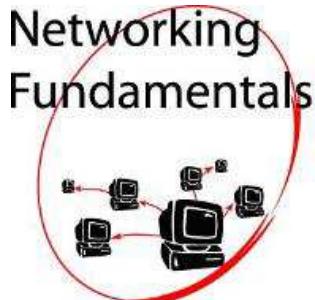
**Course: CNH10747**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Monday, May 4, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# COMPTIA NETWORK+ CERTIFICATION (2011 OBJECTIVES)

***Brief Course Description:***



This course is for anyone wanting to take the Network+ Certification Test. This course will prepare the students for the N10-005 exam and certification. Topics covered include:

- network theory
- network communications methods
- network media & hardware
- network implementations
- networking models
- TCP/IP addressing & data delivery
- TCP/IP services
- LAN & WAN infrastructures
- remote networking
- system security
- network security
- network security threats & attacks, network management
- network troubleshooting.

***Prerequisites:*** It is strongly recommended that students should have A+ certification or equivalent knowledge, and a working knowledge of Windows 8.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

**Course: CNHNET+**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1502	Starting Monday, May 4, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS
1503	Starting Monday, April 13, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS



# MANAGING OFFICE 365 IDENTITIES & SERVICES

## *Brief Course Description:*



This course focuses on skills required to set up an Office 365 tenant, including federation with existing user identities and skills required to sustain an Office 365 tenant and users. Topics covered include:

- configuring DNS
- planning for and administering Exchange Online
- configuring SharePoint Online
- configuring Lync Online
- planning & managing clients
- managing users, groups, & licenses
- administering Office 365
- implementing AD Federation Services
- monitoring Office 365.

**Prerequisites:** Students should have knowledge of Cloud-based service concepts, AD DS, TCP/IP network routing, DNS, X.509 certificates, and firewall ports.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## Course: CNH20346

### Section Information:

Section:	Date & Time Info:		Location:	Instructor:
1502	Starting Monday, April 13, 2015, for 2 weeks	Monday - Friday	8:30 AM – 12:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT
1503	Starting Monday, April 13, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# POWERPOINT 2010: LEVEL 1

## *Brief Course Description:*



This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## Course: CPP101

### Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Wednesday, June 17, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler

## POWERPOINT 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

**Prerequisites:** POWERPOINT 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CPP102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Thursday, June 18, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler

# MANAGING & MAINTAINING WINDOWS 8

## *Brief Course Description:*



This course teaches how to design the installation, configuration, and maintenance of Windows 8. Topics covered include:

- planning & implementing management of Windows 8
- designing & implementing an installation strategy
- planning & implementing authentication for Windows 8
- planning & implementing IP addressing & Intranet connectivity
- implementing an application strategy for Windows 8
- planning & implementing a solution for user settings
- configuring Cloud services
- implementing Windows Intune
- planning & implementing access to file and print resources
- planning & implementing encryption for Windows 8
- more.

**Prerequisites:** Experience managing & maintaining Windows client OS, Windows application installation & support, Windows OS installation & updates, understanding of how Windows client computers integrate with server computers.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20688**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1503	Starting Monday, April 6, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# VMWARE VSphere 5.5: INSTALL, CONFIGURE, MANAGE

## *Brief Course Description:*



This course explores installation, configuration, and management of VMware vSphere. Topics covered include:

- introduction to VMware virtualization
- creating virtual machines
- VMware vCenter Server
- configuring & managing virtual networks and virtual storage
- virtual machine management
- data protection
- access & authentication control
- resource management & monitoring
- high availability & fault tolerance
- scalability
- patch management
- installing VMware components.

**Prerequisites:** Students should have some system administration experience on Microsoft Windows or Linux operating systems.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$3,655.00
Estimated Costs for State Employee	\$3,655.00

## **Course: CVMWICM55**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1503 Starting Monday, May 4, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS	Systems IT

# WINDOWS OPERATING SYSTEM & WINDOWS SERVER FUNDAMENTALS

***Brief Course Description:***



This course provides an entry point to a future career in technology. Topics covered include:

- introducing, installing, & upgrading Windows 7
- understanding operating system configurations
- understanding native applications, tools, mobility, and remote management & assistance
- managing applications, services, folders, & libraries
- managing device
- understanding file & print sharing
- maintaining, updating, & protecting Windows 7
- understanding backup & recovery methods
- server overview
- managing Windows Server 2008 R2
- managing storage
- monitoring & troubleshooting servers
- file & print services
- popular network services & apps.

***Prerequisites:*** None

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

**Course: CNH40033**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1502	Starting Monday, May 11, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS



# ORACLE 12C: ADMINISTRATION I

## *Brief Course Description:*



This course focuses on configuration on supported systems and how the database fits in with other systems. Topics covered include:

- Oracle database architecture overview
- configuring the host for standalone installation
- GRID infrastructure configuration & installation
- DATABASE installation configuration & installation
- creating databases using DBCA
- Oracle Restart
- preparing for a database upgrade
- upgrade to Oracle database 12c
- post-upgrade tasks
- Oracle architecture
- Oracle database instance
- Oracle database storage architecture
- Oracle database internal mechanisms.

**Prerequisites:** Students should have a working knowledge of Oracle SQL, as well as experience using basic Linux command and system administration experience.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: COR12AD1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, June 15, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS



# ORACLE 12C: ADMINISTRATION II

## *Brief Course Description:*



Students will learn about day-to-day administration tasks and sub-specialties. Topics covered include:

- managing the database instance
- database architecture review
- starting & stopping database services
- Oracle network environment
- diagnosis & Oracle support
- tablespace management
- data files & temporary file management
- UNDO data & UNDO tablespaces
- security overview & database privileges
- database auditing
- SQL loader
- export & import
- managing performance & SQL tuning
- data concurrency
- backup & recovery.

**Prerequisites:** ORACLE 12C: ADMINISTRATION I

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: COR12AD2**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, May 4, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS

# PROGRAMMING IN HTML5 WITH JAVASCRIPT & CSS3 (VS 2012)

**Brief Course Description:**



This course focuses on using HTML5/CSS3/JavaScript to implement programming logic, define and use variables, perform looping and branching, develop user interfaces, capture and validate user input, store data, and create well-structured applications. Topics covered include:

- creating & styling HTML5 pages
- creating forms to collect data & validate user input
- communicating with a remote data source
- styling HTML5 by using CSS3
- creating objects & methods by using JavaScript
- creating interactive pages using HTML5 APIs
- adding offline support to Web applications
- creating advanced graphics
- creating a Web worker process.

**Prerequisites:** Students should have a combination of practical and conceptual knowledge related to HTML5 programming.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20480**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1501	Starting Monday, June 8, 2015, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT



# PROGRAMMING IN VISUAL BASIC WITH MICROSOFT VISUAL STUDIO 2010

## *Brief Course Description:*



This course teaches students Visual Basic language syntax, program structure, and implementation by using MS Visual Studio 2010 and the MS .NET Framework 4. Topics covered include:

- using VB programming constructs
- declaring & calling methods
- handling exceptions
- reading & writing files
- creating new types
- encapsulating data & methods
- inheriting from classes & implementing interfaces
- managing the lifetime of objects & controlling resources
- encapsulating data & defining overloaded operators
- decoupling methods & handling events
- building & enumerating custom collection classes
- using LINQ to query data
- integrating VB code with dynamic languages & COM commands.

**Prerequisites:** Students should have VB knowledge, experience working with an OO language, experience with the Microsoft .NET framework, and knowledge of the Visual Studio integrated development environment.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH10550**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1502	Starting Monday, May 18, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS

# SQL QUERYING: LEVEL 1 (4th Ed.)

**Brief Course Description:**



This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

**Prerequisites:** Students should be familiar with their computer's operating system and basic operation.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Fundamentals of SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL41**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1505	Starting Wednesday, April 8, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Burrell Brown
1506	Starting Monday, June 8, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Burrell Brown

# SQL QUERYING: LEVEL 2 (4th Ed.)

**Brief Course Description:**



In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

**Prerequisites:** SQL QUERYING: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Advanced SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL42**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1505	Starting Thursday, April 9, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Burrell Brown
1506	Starting Tuesday, June 9, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Burrell Brown

# BUSINESS ANALYSIS & REQUIREMENTS GATHERING

## *Brief Course Description:*



This course describes the Business System Life Cycle and presents practical ways to gather system requirements and analyze business needs. Students will gain insight into the critical importance of requirements gathering as the foundation of good business systems analysis and design. Topics covered include:

- business analysis concepts
- communication
- planning
- analysis
- design.

**Prerequisites:** Some familiarity with business systems will be helpful.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,080.00
Estimated Costs for State Employee	\$1,080.00

## **Course: CBARG1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, May 4, 2015, for 3 days	Monday, Tuesday & Wednesday	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS



# BUSINESS RELATIONSHIP MANAGEMENT

## *Brief Course Description:*



Topics covered include:

- overview of BRM
- principles for aligning IT & the business
- BRM roles
- organizational capability
- BRM maturity model
- developing awareness of the organizational culture
- building the trusted relationship
- optimizing the first meeting
- service provisioning
- planning the relationship strategy
- facilitating actionable IT solutions
- techniques
- competencies
- identifying opportunities for improvement
- designing a strategy to meet customer needs
- winning competitive IT projects
- selling your solutions to the business
- managing project handoffs
- the IT relationship scorecard

**Prerequisites:** None

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,125.00
Estimated Costs for State Employee	\$1,125.00

## **Course: CBRM**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Tuesday, May 12, 2015, for 3 days	Tuesday, Wednesday & Thursday	8:30 AM - 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS Verhoef Training USA



# CONSULTING SKILLS FOR THE BUSINESS ANALYST

## *Brief Course Description:*



Students will learn how to communicate effectively with all behavior types, how to handle conflict and deal with difficult people, effective methods for asking the right kinds of questions to elicit information, critical thinking and problem solving skills, and how to properly manage expectations using a 3-step approach. Topics covered include:

- what is a business analyst
- listen & learn
- unraveling the communication mystery
- asking the right questions
- managing expectations
- critical thinking & problem solving.

**Prerequisites:** Some familiarity with business systems will be helpful.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$820.00
Estimated Costs for State Employee	\$820.00

## **Course: CCONBA**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Thursday, May 7, 2015, for 2 days	Thursday & Friday	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS

# CRYSTAL REPORTS 11: LEVEL 1

## *Brief Course Description:*



In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

**Prerequisites:** Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

## **Course: CCR111**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1504	Starting Tuesday, April 28, 2015, for 2 days	Tuesday & Wednesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr. Jackson, MS

# CRYSTAL REPORTS 11: LEVEL 2

**Brief Course Description:**



In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

**Prerequisites:** CRYSTAL REPORTS 11: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

**Course: CCR112**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Wednesday, May 27, 2015, for 2 days	Wednesday & Thursday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

## *Brief Course Description:*



Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

**Prerequisites:** MICROSOFT PROJECT 2010: LEVEL 1  
MICROSOFT PROJECT 2010: LEVEL 2

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHPMP**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1505	Starting Monday, June 8, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS



# DEVELOPING SECURE WEB APPLICATIONS

## *Brief Course Description:*



This course prepares web-application developers to develop secure web applications by illuminating the most commonly found vulnerabilities and elaborating how to avoid them. Topics covered include:

- preventing malformed input
- sanitizing data
- preventing injection attacks
- preventing cross-site scripting attacks
- avoiding session vulnerabilities
- managing access control
- miscellaneous topics.

**Prerequisites:** Students should have a solid understanding of either Java and JSPs, or C# .NET and ASPs, or PHP.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,005.00
Estimated Costs for State Employee	\$1,005.00

## **Course: CDEVSECWEB**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1501	Starting Monday, April 20, 2015, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS

# SECURITY+ CERTIFICATION (EXAM SYO-301)

## *Brief Course Description:*



This is the primary course you will need to take to prepare for the CompTIA Security+ Certification Exam SYO-301 and if your job responsibilities include securing network services, devices, and traffic. Topics covered include:

- security fundamentals
- security threats & vulnerabilities
- network security
- managing application, data & host security
- access control, authentication, & account management
- managing certificates
- compliance & operational security
- risk management
- managing security incidents
- business continuity & disaster recovery planning.

**Prerequisites:** A+ Certification

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

## **Course: CNHSEC+**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1504	Starting Monday, June 8, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS

# MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

***Brief Course Description:***



Topics covered include:

- SharePoint introduction
- working with lists
- working with libraries
- communicating with team members
- working remotely with SharePoint content
- customizing your SharePoint environment
- creating a team site
- performing basic site administration.

**Prerequisites:** This course is intended for anyone that works with SharePoint team sites, libraries, lists, and items.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

**Course: CNHSPF101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Tuesday, April 28, 2015, for 2 days	Tuesday & Wednesday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2

***Brief Course Description:***



In this course, students will manage site collections and site components as a site collection administrator and as a site administrator. Topics covered include:

- branding a site collection
- managing lists
- managing libraries
- managing form libraries
- managing content structures
- managing workflows
- working with indexing & searching
- working offline using SharePoint Workspace 2010
- managing SharePoint applications using Central Administration
- managing user access
- managing site security
- managing site usage
- managing site maintenance.

***Prerequisites:*** MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

***Materials & Approximate Course Cost:***

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

**Course: CNHSPF102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1504	Starting Monday, June 29, 2015, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT

# EXCEL 2010: LEVEL 1

**Brief Course Description:**



This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1506	Starting Monday, May 4, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr. Jackson, MS

# EXCEL 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

**Prerequisites:** EXCEL 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1505	Starting Wednesday, April 15, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS Anne Butler
1506	Starting Monday, June 1, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS Anne Butler

## EXCEL 2010: LEVEL 3

### *Brief Course Description:*



Topics covered include:

- advanced functions
- lookups & data tables
- advanced data management
- PivotTables & PivotCharts
- exporting & importing
- analytical tools
- macros & custom functions
- unconditional formatting & SmartArt graphics.

**Prerequisites:** EXCEL 2010: LEVEL 2

### **Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

### **Course: CEX103**

#### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1504	Starting Tuesday, June 16, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn

# WORD 2010: LEVEL 1

**Brief Course Description:**



This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1506	Starting Wednesday, May 13, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108      3771 Eastwood Dr. Jackson, MS

# WORD 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- styles & outlines
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

**Prerequisites:** WORD 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Word 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1505	Starting Thursday, April 23, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Anne Butler
1506	Starting Wednesday, June 3, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS Anne Butler

# WORD 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- using mail merge
- objects & backgrounds
- using macros
- working with forms
- customizing Word
- long documents
- XML Web features.

**Prerequisites:** WORD 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Word 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1503	Starting Tuesday, April 14, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn
1504	Starting Monday, June 22, 2015, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn

## **Expanded Offering of On-Line Live Classes**

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka “the mentor,” had to be an expert on the material being delivered in order to mentor you. Finding a local “subject matter expert” in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a “win-win” situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

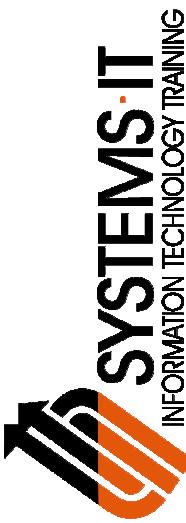
**The schedule of On-Line Live classes is listed on the following pages. PLEASE CALL SUSAN MCCLAIN AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.**

**ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.  
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.**



### Online Live Course Schedule April-June 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	6/2/2015 8:00 AM	6/6/2015 4:00 PM	\$ 1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online instructor led	4/13/2015 8:00 AM	4/15/2015 4:00 PM	\$ 1,195.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	\$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	5/14/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
10747 Administering System Center 2012 Configuration Manager	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
10747 Administering System Center 2012 Configuration Manager	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	4/1/2015 8:00 AM	4/3/2015 4:00 PM	\$ 1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	5/4/2015 8:00 AM	5/6/2015 4:00 PM	\$ 1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	6/10/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,195.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	5/11/2015 8:00 AM	5/13/2015 4:00 PM	\$ 1,995.00
10969 Active Directory Services with Windows Server (2012)	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
10970 Networking with Windows Server	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
10975 Introduction to Programming	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
10978 Introduction to Azure for Developers	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20246 Monitoring and Operating a Private Cloud	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20247 Configuring and Deploying a Private Cloud	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00



## Online Live Course Schedule April-June 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
20346 Managing Office 365 Identities and Services	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
20411 Administering Windows Server 2012	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
20411 Administering Windows Server 2012	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
20461 Querying Microsoft SQL Server (2014)	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20461 Querying Microsoft SQL Server (2014)	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20461 Querying Microsoft SQL Server (2014)	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
20462 Administering Microsoft SQL Server Databases (2014)	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20462 Administering Microsoft SQL Server Databases (2014)	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20462 Administering Microsoft SQL Server Databases (2014)	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
20462 Administering Microsoft SQL Server Databases (2014)	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server (2014)	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server (2014)	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20464 Developing Microsoft SQL Server Databases (2014)	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
20465 Designing a Data Solution with Microsoft SQL Server	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20467 Designing Self-Service Business Intelligence and Big Data Solutions	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20483 Programming in C#	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
20483 Programming in C#	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00



## Online Live Course Schedule April-June 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
20688 Supporting Windows 8.1	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
20688 Supporting Windows 8.1	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	4/27/2015 8:00 AM	4/29/2015 4:00 PM	\$ 1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	5/13/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	6/8/2015 8:00 AM	6/10/2015 4:00 PM	\$ 1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online instructor led	5/27/2015 8:00 AM	5/29/2015 4:00 PM	\$ 1,195.00
40035 Software Development Fundamentals with .NET	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,195.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
50354 SharePoint 2010 SharePoint Designer	Online instructor led	6/18/2015 8:00 AM	6/19/2015 4:00 PM	\$ 800.00
50413 Mastering Microsoft Project 2010	Online instructor led	4/20/2015 8:00 AM	4/22/2015 4:00 PM	\$ 1,195.00
50413 Mastering Microsoft Project 2010	Online instructor led	5/27/2015 8:00 AM	5/29/2015 4:00 PM	\$ 1,195.00
50413 Mastering Microsoft Project 2010	Online instructor led	6/29/2015 8:00 AM	7/1/2015 4:00 PM	\$ 1,195.00
50430 Administering Team Foundation Server 2010	Online instructor led	5/20/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,195.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	4/9/2015 8:00 AM	4/10/2015 4:00 PM	\$ 800.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	6/29/2015 8:00 AM	6/30/2015 4:00 PM	\$ 800.00
55004 Installing and Configuring System Center 2012 Operations Manager	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
55006 System Center Operations Manager 2012	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
55006 System Center Operations Manager 2012	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
55006 System Center Operations Manager 2012	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
55007 System Center 2012 Orchestrator	Online instructor led	4/29/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,195.00
55009 System Center Service Manager 2012	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	4/20/2015 8:00 AM	4/22/2015 4:00 PM	\$ 1,195.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	6/8/2015 8:00 AM	6/10/2015 4:00 PM	\$ 1,195.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	4/2/2015 8:00 AM	4/3/2015 4:00 PM	\$ 800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	5/11/2015 8:00 AM	5/12/2015 4:00 PM	\$ 800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	6/29/2015 8:00 AM	6/30/2015 4:00 PM	\$ 800.00
55054 Mastering Microsoft Project 2013	Online instructor led	5/4/2015 8:00 AM	5/6/2015 4:00 PM	\$ 800.00



## Online Live Course Schedule April-June 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online instructor led	5/27/2015 8:00 AM	5/29/2015 4:00 PM	\$ 1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	5/11/2015 8:00 AM	5/13/2015 4:00 PM	\$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	4/22/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	5/27/2015 8:00 AM	5/29/2015 4:00 PM	\$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	6/29/2015 8:00 AM	7/1/2015 4:00 PM	\$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	4/6/2015 8:00 AM	4/8/2015 4:00 PM	\$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	5/4/2015 8:00 AM	5/6/2015 4:00 PM	\$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	6/29/2015 8:00 AM	7/1/2015 4:00 PM	\$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	4/1/2015 8:00 AM	4/3/2015 4:00 PM	\$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	4/29/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	6/29/2015 8:00 AM	7/1/2015 4:00 PM	\$ 1,195.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	Online instructor led	5/27/2015 8:00 AM	5/29/2015 4:00 PM	\$ 1,195.00
6433 Planning and Implementing Windows Server 2008	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
Adobe Dreamweaver CC: Part 2	Online instructor led	4/3/2015 8:00 AM	4/1/2015 4:00 PM	\$ 295.00
Adobe Flash CS6 - Part 2	Online instructor led	4/3/2015 8:00 AM	4/3/2015 4:00 PM	\$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	4/1/2015 8:00 AM	4/1/2015 4:00 PM	\$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	4/2/2015 8:00 AM	4/2/2015 4:00 PM	\$ 295.00
Certified Information Security Manager (CISM)	Online instructor led	6/1/2015 8:00 AM	6/3/2015 4:00 PM	\$ 1,675.00
Certified Information System Security Professional (CISSP)	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	6/2/2015 8:00 AM	6/26/2015 4:00 PM	\$ 2,395.00
Certified Information Systems Auditor (CISA)	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 2,395.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 2,995.00



### Online Live Course Schedule April-June 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Cisco Interconnecting Cisco Networking Devices Part 1 (ICND1)	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 (ICND1)	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 (ICND2)	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 (ICND2)	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v2.0 (TSHOOT)	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	\$ 2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 2,995.00
Comptia A+ Certification	Online instructor led	4/29/2015 8:00 AM	4/24/2015 4:00 PM	\$ 795.00
Comptia A+ Certification	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 795.00
Comptia A+ Certification	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 795.00
Comptia A+ Certification	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 795.00
Comptia Advanced Security Practitioner (CASP)	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,995.00
Comptia Cloud Essentials Certification	Online instructor led	2/25/2015 8:00 AM	2/27/2015 4:00 PM	\$ 795.00
Comptia Cloud Essentials Certification	Online instructor led	6/29/2015 8:00 AM	7/1/2015 4:00 PM	\$ 795.00
Comptia Healthcare IT Technician	Online instructor led	2/9/2015 8:00 AM	2/11/2015 4:00 PM	\$ 1,195.00
Comptia Healthcare IT Technician	Online instructor led	5/6/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,195.00
Comptia Linux+ Certification	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 795.00
Comptia Linux+ Certification	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 795.00
Comptia Linux+ Certification	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 795.00
Comptia Network+ Certification	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 495.00
Comptia Network+ Certification	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 495.00
Comptia Project+ Certification	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 795.00
Comptia Project+ Certification	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 795.00
Comptia Security+ Certification	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 495.00
Comptia Security+ Certification	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 495.00
Comptia Security+ Certification	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 495.00
Comptia Server+ Certification	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 795.00
Comptia Storage+ Certification	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 795.00
EC-Council Certified Ethical Hacker (CEH) v8.0	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 2,395.00
EC-Council Certified Ethical Hacker (CEH) v8.0	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 2,395.00
Introduction to Agile Project Management	Online instructor led	6/2/2015 8:00 AM	6/2/2015 4:00 PM	\$ 295.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	4/13/2015 8:00 AM	4/15/2015 4:00 PM	\$ 1,435.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	5/6/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,435.00



### Online Live Course Schedule April-June 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
ITIL Foundations 2011 Edition v6.0	Online instructor led	6/3/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,425.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	6/29/2015 8:00 AM	7/1/2015 4:00 PM	\$ 1,435.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	\$ 1,795.00
ITIL Intermediate Release, Control & Validation 2011 Edition	Online instructor led	4/20/2015 8:00 AM	4/24/2015 4:00 PM	\$ 1,795.00
ITIL Intermediate Service Design 2011 Edition	Online instructor led	6/2/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online instructor led	4/6/2015 8:00 AM	4/9/2015 4:00 PM	\$ 1,795.00
ITIL Intermediate Service Strategy 2011 Edition	Online instructor led	4/27/2015 8:00 AM	4/30/2015 4:00 PM	\$ 1,795.00
ITIL Intermediate Service Transition 2011 Edition	Online instructor led	5/18/2015 8:00 AM	5/7/2015 4:00 PM	\$ 1,795.00
Java Fundamentals (Java SE 7)	Online instructor led	5/18/2015 8:00 AM	5/21/2015 4:00 PM	\$ 1,795.00
Java Fundamentals (Java SE 7)	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
Java Programming (Java SE 7)	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
Java Programming (Java SE 7)	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
Java Programming (Java SE 7)	Online instructor led	6/22/2015 8:00 AM	6/26/2015 4:00 PM	\$ 1,995.00
JavaScript Advanced Programming and AJAX	Online instructor led	5/14/2015 8:00 AM	5/15/2015 4:00 PM	\$ 800.00
JavaScript Programming	Online instructor led	5/11/2015 8:00 AM	5/13/2015 4:00 PM	\$ 1,195.00
Microsoft SharePoint Designer 2013	Online instructor led	4/2/2015 8:00 AM	4/2/2015 4:00 PM	\$ 295.00
Oracle 12c Administration I	Online instructor led	4/27/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,995.00
Oracle 12c Administration I	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 1,995.00
Oracle 12c Administration II	Online instructor led	5/4/2015 8:00 AM	5/8/2015 4:00 PM	\$ 1,995.00
Oracle 12c SQL Fundamentals	Online instructor led	4/13/2015 8:00 AM	4/17/2015 4:00 PM	\$ 1,995.00
Oracle 12c: PL/SQL Fundamentals	Online instructor led	5/11/2015 8:00 AM	5/15/2015 4:00 PM	\$ 1,995.00
Project Management Essentials	Online instructor led	4/1/2015 8:00 AM	4/3/2015 4:00 PM	\$ 795.00
Project Management Essentials	Online instructor led	5/27/2015 8:00 AM	5/29/2015 4:00 PM	\$ 795.00
Project Management Essentials	Online instructor led	6/22/2015 8:00 AM	6/24/2015 4:00 PM	\$ 795.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	4/6/2015 8:00 AM	4/10/2015 4:00 PM	\$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	5/18/2015 8:00 AM	5/22/2015 4:00 PM	\$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	6/8/2015 8:00 AM	6/12/2015 4:00 PM	\$ 1,995.00
VMware Horizon (with View): Install, Configure, Manage	Online instructor led	4/20/2015 8:00 AM	4/23/2015 4:00 PM	\$ 3,125.00
VMware Horizon (with View): Install, Configure, Manage	Online instructor led	6/2/2015 8:00 AM	6/5/2015 4:00 PM	\$ 3,125.00
VMware vCenter Site Recovery Manager: Install, Configure, Manage	Online instructor led	4/30/2015 8:00 AM	5/1/2015 4:00 PM	\$ 1,465.00
VMware vSphere Install, Configure, Manage	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	\$ 3,655.00
VMware vSphere Install, Configure, Manage	Online instructor led	6/15/2015 8:00 AM	6/19/2015 4:00 PM	\$ 3,655.00
VMware vSphere: Fast Track	Online instructor led	5/18/2015 8:00 AM	5/22/2015 6:00 PM	\$ 5,275.00

## **WELCOME TO SKILLSOFT ONLINE TRAINING!**

ITS has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit [www.skillsoft.com/catalog/](http://www.skillsoft.com/catalog/).

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

### **Available subscriptions and costs:**

- **Skillchoice Complete** - \$225 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
  - Mentoring
  - Express Guides
  - Business Pro by Books 24x7 (8,000 digitized books)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
- **Technical (IT) Library** - \$150 per student for one full year, includes the following:
  - IT Courseware Collection (1,700 courses)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Mentoring
- **Business Library** - \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Business Pro by Books 24x7 (8,000 digitized books)
  - Mentoring
- **Desktop Library** - \$55 per student for one full year subscription, includes the following:
  - Desktop Courseware Collection (500 courses)
  - Office Essentials from Books 24x7 (600 digitized books)

If an employee leaves the department, the student ID may be reassigned to another staff member for the balance of the license period. Access to all courses is one price per student, which includes technical support, marketing support, and reporting capabilities. Installation is minimal since courses play directly from standard browsers and use a Shockwave plug-in for simulations.

Please visit [www.skillsoft.com](http://www.skillsoft.com) for more course information.

### **How to Participate:**

Print and complete the ITS Online Training Registration Form and email or fax it to Susan McClain.

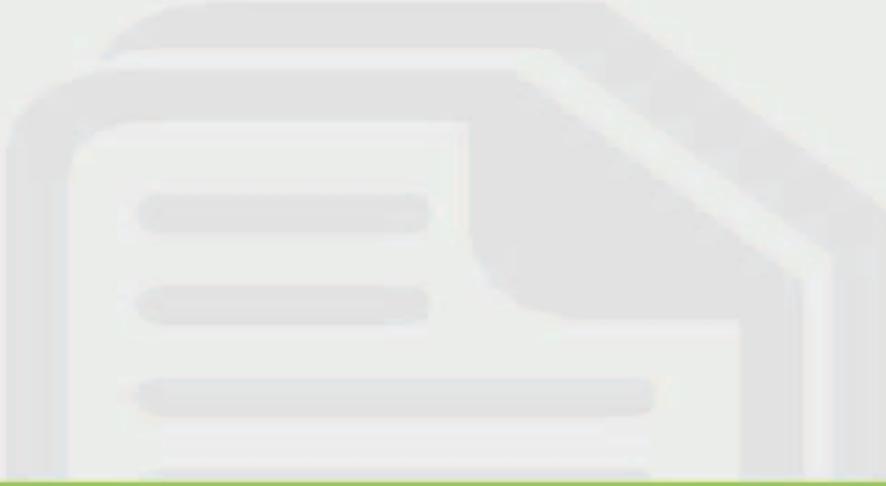
### **For More Information Contact:**

**Susan McClain, Eastwood Education Center**

[susan.mcclain@its.ms.gov](mailto:susan.mcclain@its.ms.gov)

Phone:(601) 432-8186

Fax:(601) 713-6380



## Skillsoft Course Directory

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February 2015

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We currently serve over 6,000 customers and more than 19,000,000 learners worldwide and provide continuing, hands-on support to assist them in maximizing their ongoing success. For more information visit [www.skillsoft.com](http://www.skillsoft.com).

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# IT SKILLS COURSEWARE

## IT SKILLS COURSEWARE

### SOFTWARE DEVELOPMENT

#### MICROSOFT WEB APPLICATIONS

##### ■ Microsoft Visual Studio 2013: Windows Store App Essentials - HTML5 and JavaScript

Microsoft Windows Store App Essentials with HTML5: Overview	Course.....	wd_wshj_a01_it_enus
Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls	Course.....	wd_wshj_a02_it_enus
Microsoft Windows Store App Essentials with HTML5: PLM and Contracts	Course.....	wd_wshj_a03_it_enus
Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles	Course.....	wd_wshj_a04_it_enus
Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch	Course.....	wd_wshj_a05_it_enus
Microsoft Windows Store App Essentials with HTML5: Managing Data	Course.....	wd_wshj_a06_it_enus
Microsoft Windows Store App Essentials with HTML5: Security	Course.....	wd_wshj_a07_it_enus
Microsoft Windows Store App Essentials with HTML5: Deployment	Course.....	wd_wshj_a08_it_enus

##### ■ Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3

Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3	Course.....	wd_hjsc_a01_it_enus
Microsoft Visual Studio 2012: HTML5 and JavaScript	Course.....	wd_hjsc_a02_it_enus
Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript	Course.....	wd_hjsc_a03_it_enus
Microsoft Visual Studio 2012: HTML5 APIs and Local Storage	Course.....	wd_hjsc_a04_it_enus
Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs	Course.....	wd_hjsc_a05_it_enus
Microsoft Visual Studio 2012: HTML5 Graphics and Animation	Course.....	wd_hjsc_a06_it_enus

Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5	Course .....	wd_hjsc_a07_it_enus
Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers	Course .....	wd_hjsc_a08_it_enus

##### ■ Microsoft Azure and Web Services

Working With Local Data Access Technologies	Course .....	cl_mazw_a01_it_enus
Querying and Manipulating Data with the Entity Framework	Course .....	cl_mazw_a02_it_enus
Creating and Consuming WCF Web Services	Course .....	cl_mazw_a03_it_enus
WCF Instancing and Concurrency and WCF Data Services	Course .....	cl_mazw_a04_it_enus
Creating and Consuming Web API Services	Course .....	cl_mazw_a05_it_enus
Data Access and Services with Microsoft Azure	Course .....	cl_mazw_a06_it_enus
Preparing and Packaging Applications For Deployment	Course .....	cl_mazw_a07_it_enus
Web Application and Services Deployment	Course .....	cl_mazw_a08_it_enus

### SOFTWARE DEVELOPMENT

#### WEB DEVELOPMENT TECHNOLOGIES

##### ■ Introduction to Ajax Development

Ajax Basics	Course .....	wt_ajax_a01_it_enus
Ajax API Essentials	Course .....	wt_ajax_a02_it_enus
Ajax Applications and Server Communication	Course .....	wt_ajax_a03_it_enus

### SOFTWARE DEVELOPMENT

#### JAVA 2 PROGRAMMING

##### ■ Java SE7 Fundamentals

Java SE7 Fundamentals: Introduction to Java	Course .....	jl_jsef_a01_it_enus
Java SE7 Fundamentals: Variables, Operators, and Objects	Course .....	jl_jsef_a02_it_enus

# IT SKILLS COURSEWARE

Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops Course.....	jl_jsef_a03_it_enus
Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts Course.....	jl_jsef_a04_it_enus
Java SE7 Fundamentals: Handling Errors and Deploying Applications Course.....	jl_jsef_a05_it_enus

Java Programming with Java SE 6.0: Exception Handling and Assertions Course .....	252350_ENG
Java Programming with Java SE 6.0: Java Utilities Course .....	252351_ENG
Java Programming with Java SE 6.0: Java I/O Course .....	252352_ENG
Java Programming with Java SE 6.0: Basic GUI Development in Java Course .....	252353_ENG
Java Programming with Java SE 6.0: Java Applets Course .....	252354_ENG

## ■ Java SE 7 New Features

Java SE7 New Features: Java Language and Technology Enhancements Course.....	jl_jses_a01_it_enus
Java SE7 New Features: I/O, Network, and Desktop Enhancements Course.....	jl_jses_a02_it_enus

## ■ Java Programming with J2SE 5.0

Java Programming with J2SE 5: Getting Started with Java Course .....	220915_ENG
Java Programming with J2SE 5: Operators and Flow Control in Java Course .....	220916_ENG
Java Programming with J2SE 5: Creating Classes in Java Course .....	220917_ENG
Java Programming with J2SE 5: Working with Classes in Java Course .....	220918_ENG
Java Programming with J2SE 5: Generics and Annotations Course .....	222163_ENG
Java Programming with J2SE 5: Reference Types and Threading Course .....	220919_ENG
Java Programming with J2SE 5: Exception Handling and Assertions Course .....	220920_ENG
Java Programming with J2SE 5: Java Utilities Course .....	220921_ENG
Java Programming with J2SE 5: Java I/O Course .....	222157_ENG
Java Programming with J2SE 5: Basic GUI Development in Java Course .....	220922_ENG
Java Programming with J2SE 5: Java Applets Course .....	220923_ENG

## ■ Java SE7 Professional

Java SE7 Professional: Syntax and Class Design Course.....	jl_jsep_a01_it_enus
Java SE7 Professional: Generics, Errors, and I/O Course.....	jl_jsep_a02_it_enus
Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization Course.....	jl_jsep_a03_it_enus

## ■ Introduction to Java EE 6

Introduction to Java EE 6 Course.....	jl_iteo_a01_it_enus
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## ■ Java Programming with Java SE 6.0

Java Programming with Java SE 6.0: Getting Started with Java Course.....	252344_ENG
Java Programming with Java SE 6.0: Operators and Flow Control in Java Course.....	252345_ENG
Java Programming with Java SE 6.0: Creating Classes in Java Course.....	252346_ENG
Java Programming with Java SE 6.0: Working with Classes in Java Course.....	252347_ENG
Java Programming with Java SE 6.0: Generics and Annotations Course.....	252348_ENG
Java Programming with Java SE 6.0: Reference Types and Threading Course.....	252349_ENG

## ■ Java Hibernate

Getting Started with Java Hibernate Course .....	jl_hbnt_a01_it_enus
Customized Mapping and Basic Querying in Java Hibernate Course .....	jl_hbnt_a02_it_enus
Advanced Querying in Java Hibernate Course .....	jl_hbnt_a03_it_enus

# IT SKILLS COURSEWARE

## SOFTWARE DEVELOPMENT

### MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

#### ■ Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010

Creating Windows Applications with C# 2010	
Course.....	sd_wdcs_a01_it_enus
Creating User Interfaces for Windows Applications with C# 2010	
Course.....	sd_wdcs_a02_it_enus
Windows Applications Content Creation and Management with C# 2010	
Course.....	sd_wdcs_a03_it_enus
Windows Applications Databinding with C# 2010	
Course.....	sd_wdcs_a04_it_enus
Customizing and Managing Multithreaded Applications with C# 2010	
Course.....	sd_wdcs_a05_it_enus
Securing and Deploying WPF Applications with C# 2010	
Course.....	sd_wdcs_a06_it_enus

#### ■ Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010	
Course.....	sd_masp_a01_it_enus
Microsoft .NET Framework 4.0: Web Form Controls with VB 2010	
Course.....	sd_masp_a02_it_enus
Microsoft .NET Framework 4.0: Data Integration with VB 2010	
Course.....	sd_masp_a03_it_enus
Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010	
Course.....	sd_masp_a04_it_enus
Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010	
Course.....	sd_masp_a05_it_enus
Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010	
Course.....	sd_masp_a06_it_enus
Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010	
Course.....	sd_masp_a07_it_enus
Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010	
Course.....	sd_masp_a08_it_enus

#### ■ Microsoft .NET Framework 4: Web Application Development with Visual C# 2010

Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010	
Course .....	sd_masc_a01_it_enus
Microsoft.NET Framework 4: Web Form Controls with C# 2010	
Course .....	sd_masc_a02_it_enus
Microsoft .NET Framework 4: Data Integration with C# 2010	
Course .....	sd_masc_a03_it_enus
Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010	
Course .....	sd_masc_a04_it_enus
Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010	
Course .....	sd_masc_a05_it_enus
Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010	
Course .....	sd_masc_a06_it_enus
Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010	
Course .....	sd_masc_a07_it_enus
Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010	
Course .....	sd_masc_a08_it_enus

#### ■ Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)

Getting Started with WCF 4 Using C# 2010	
Course .....	sd_wccs_a01_it_enus
WCF 4 Contracts, Behaviors, and Data Management Using C# 2010	
Course .....	sd_wccs_a02_it_enus
Securing and Managing a WCF 4 Application with C# 2010	
Course .....	sd_wccs_a03_it_enus
Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010	
Course .....	sd_wccs_a04_it_enus

#### ■ Accessing Data with Microsoft .NET Framework for C# Developers (70- 516)

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010	
Course .....	sd_adcs_a01_it_enus

## IT SKILLS COURSEWARE

Managing ADO.NET 4 Connections and Commands with C# 2010	
Course.....	sd_adcs_a02_it_enus
Getting Started with ADO.NET 4 DataSets Using C# 2010	
Course.....	sd_adcs_a03_it_enus
Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010	
Course.....	sd_adcs_a04_it_enus
Updating ADO.NET DataSets with C# 2010	
Course.....	sd_adcs_a05_it_enus
Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010	
Course.....	sd_adcs_a06_it_enus
Working with the ADO.NET Entity Framework 4 Using C# 2010	
Course.....	sd_adcs_a07_it_enus
Using LINQ and XML with ADO.NET 4 and C# 2010	
Course.....	sd_adcs_a08_it_enus

Working with the ADO.NET Entity Framework 4 using Visual Basic 2010	
Course .....	sd_advb_a07_it_enus
Using LINQ and XML with ADO.NET 4 and Visual Basic2010	
Course .....	sd_advb_a08_it_enus

### ■ Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

Windows Application Development with Visual Basic 2010	
Course .....	sd_wdvb_a01_it_enus
Creating User Interfaces for Windows Applications with Visual Basic 2010	
Course .....	sd_wdvb_a02_it_enus
Windows Applications Content Creation and Management with Visual Basic 2010	
Course .....	sd_wdvb_a03_it_enus
Windows Applications Databinding with Visual Basic 2010	
Course .....	sd_wdvb_a04_it_enus
Customizing and Managing Multithreaded Applications with Visual Basic 2010	
Course .....	sd_wdvb_a05_it_enus
Securing and Deploying WPF Applications with Visual Basic 2010	
Course .....	sd_wdvb_a06_it_enus

### ■ Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud	
Course .....	sd_mnov_a01_it_enus

### ■ Essentials of Developing Windows Store Apps Using C#

Getting Familiar With Windows 8.1 UI and Layout	
Course .....	wd_wsae_a01_it_enus
Working With Data and Files	
Course .....	wd_wsae_a02_it_enus
Navigation and Layout in Windows Store Apps	
Course .....	wd_wsae_a03_it_enus
Working With Charms and Contracts	
Course .....	wd_wsae_a04_it_enus
Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management	
Course .....	wd_wsae_a05_it_enus
Authentication, Authorization, and App Deployment	
Course .....	wd_wsae_a06_it_enus

## SOFTWARE DEVELOPMENT

### GENERIC LANGUAGES

# IT SKILLS COURSEWARE

## ANSI C Programming

ANSI C Programming: Introducing C Course.....	116604_ENG
ANSI C Programming: Data Representation Course.....	116654_ENG
ANSI C Programming: Functions Course.....	116670_ENG
ANSI C Programming: Expressions Course.....	116697_ENG
ANSI C Programming: Flow Control Course.....	116731_ENG
ANSI C Programming: Text Processing Course.....	116752_ENG
ANSI C Programming: Processing Records Course.....	116781_ENG
ANSI C Programming: Pointers Course.....	116826_ENG
ANSI C Programming: The Standard Library and Preprocessor Course.....	116840_ENG
Final Exam: ANSI C Programming Final Exams .....	FE0016_eng

## Perl Programming Fundamentals

Perl Language Fundamentals Course.....	235060_ENG
Starting to Program with Perl Course.....	235075_ENG

## Developing With Python

Python Language Basics Course.....	pg_dvpy_a01_it_enus
Applications of Python Course.....	pg_dvpy_a02_it_enus
Advanced Python Course.....	pg_dvpy_a03_it_enus

## Software Development Fundamentals with Visual Studio

Introduction to Programming Course.....	sd_sdfm_a01_it_enus
Programming Basics Course.....	sd_sdfm_a02_it_enus
Beginning Windows Applications Course.....	sd_sdfm_a03_it_enus

## Ruby On Rails

Ruby on Rails - Fundamentals Course.....	pg_rubr_a01_it_enus
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Ruby on Rails - Database Fundamentals Course .....	pg_rubr_a02_it_enus
Databases in Ruby on Rails: Advanced Concepts Course .....	pg_rubr_a05_it_enus
Web APIs with Ruby on Rails Course .....	pg_rubr_a06_it_enus
Ruby on Rails for .NET Developers Course .....	pg_rubr_a03_it_enus
Working with Databases in Ruby on Rails Course .....	pg_rubr_a04_it_enus

## Ruby Programming

Getting Started with Ruby Course .....	pg_ruby_a01_it_enus
Working with Ruby Course .....	pg_ruby_a02_it_enus
Advanced Ruby Features Course .....	pg_ruby_a03_it_enus

## Working with Clojure

Clojure Fundamentals Course .....	sl_jclj_a01_it_enus
Data and State Management in Clojure Course .....	sl_jclj_a02_it_enus
Optimizing Clojure Projects Course .....	sl_jclj_a03_it_enus
Clojure Data-Driven and Web Application Fundamentals Course .....	sl_jclj_a04_it_enus

# SOFTWARE DEVELOPMENT

## C/C++ PROGRAMMING

### C++11 Programming Essentials

C++11: Programming Fundamentals Course .....	pg_cpls_a01_it_enus
C++11: Programming Techniques Course .....	pg_cpls_a02_it_enus
C++11: Programming with Boost Course .....	pg_cpls_a03_it_enus
C++11: Advanced Techniques and C++14 Preview Course .....	pg_cpls_a04_it_enus

### Programming in C++

Programming in C++: Working with Classes Course .....	pg_pcipp_a01_it_enus
Programming in C++: Arrays, Pointers, and STL Course .....	pg_pcipp_a02_it_enus

# IT SKILLS COURSEWARE

Programming in C++: STL I/O and Headers, Templates, and Namespaces	
Course.....	pg_pcpp_a03_it_enus
Programming in C++: Structure and Data Types	
Course.....	pg_pcpp_a04_it_enus
Programming in C++: Program Structure and Exceptions	
Course.....	pg_pcpp_a05_it_enus
Programming in C++: Tools and Techniques	
Course.....	pg_pcpp_a06_it_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE PROGRAMMING FUNDAMENTALS

#### ■ Software Programming Fundamentals

Getting Started with Software Programming	
Course.....	sd_spff_a01_it_enus
Introduction to Software Program Design	
Course.....	sd_spff_a02_it_enus
Software Program Control Flow Fundamentals	
Course.....	sd_spff_a03_it_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE DEVELOPMENT PRINCIPLES

#### ■ Agile Software Development

Introducing Agile Software Development	
Course.....	sd_agsd_a01_it_enus
Planning an Agile Software Development Project	
Course.....	sd_agsd_a02_it_enus
Managing Agile Software Development	
Course.....	sd_agsd_a03_it_enus
Agile Programming and Testing	
Course.....	sd_agsd_a04_it_enus

#### ■ Best Practices for Software Programming

General Coding Best Practices	
Course.....	219736_ENG
Maintaining Quality Code	
Course.....	219763_ENG
Object-oriented Coding Best Practices	
Course.....	219750_ENG
Programming Techniques and Strategies	
Course.....	219722_ENG

## SOFTWARE DEVELOPMENT

### SOFTWARE TESTING FOUNDATIONS

#### ■ Software Testing Foundations

Fundamentals of Software Testing	
Course .....	sd_sftf_a01_it_enus
Testing Throughout the Software Life Cycle	
Course .....	sd_sftf_a02_it_enus
Static Techniques and Test Design in Software Testing	
Course .....	sd_sftf_a03_it_enus
Black-Box Software Testing Techniques	
Course .....	sd_sftf_a04_it_enus
White-Box Software Testing Techniques	
Course .....	sd_sftf_a05_it_enus
Software Test Management	
Course .....	sd_sftf_a06_it_enus
Configuration Management, Risks, and Incidents in Software Testing	
Course .....	sd_sftf_a07_it_enus
Tool Support in Software Testing	
Course .....	sd_sftf_a08_it_enus

#### ■ Microsoft Visual Studio Team Foundation Server 2013 Administration

Microsoft Team Foundation Server 2013: Installation and Configuration	
Course .....	sd_mtfs_a01_it_enus
Microsoft Team Foundation Server 2013: Customization for Team Use	
Course .....	sd_mtfs_a03_it_enus
Microsoft Team Foundation Server 2013: Managing an Implementation	
Course .....	sd_mtfs_a02_it_enus
Microsoft Team Foundation Server 2013: Clients, Workspaces, and Version Control	
Course .....	sd_mtfs_a04_it_enus

#### ■ Selenium Automated Web Testing

Selenium Automated Web Testing Fundamentals	
Course .....	sd_slwt_a01_it_enus
Advanced Features of Selenium Automated Web Testing	
Course .....	sd_slwt_a02_it_enus
Selenium and Java	
Course .....	sd_slwt_a03_it_enus
Selenium and C#	
Course .....	sd_slwt_a04_it_enus
Selenium and Python	
Course .....	sd_slwt_a05_it_enus

#### ■ Testing with JUnit

JUnit Fundamentals	
Course .....	j1_jtut_a01_it_enus

# IT SKILLS COURSEWARE

Working with JUnit Tests  
Course.....jl\_jtut\_a02\_it\_enus

Programming in C#: Debugging and Security Implementation  
Course .....wd\_pgcs\_a03\_it\_enus  
Programming in C#: Implementing Data Access  
Course .....wd\_pgcs\_a04\_it\_enus

## SOFTWARE DEVELOPMENT

### ECLIPSE

#### ■ Fundamentals of Eclipse

Introduction to Eclipse  
Course .....sd\_eclp\_a01\_it\_enus  
Using Eclipse  
Course .....sd\_eclp\_a02\_it\_enus

## SOFTWARE DEVELOPMENT

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 1Z0-853 Java Standard Edition 5 Programmer  
Mentoring Assets .....mnt310055  
Mentoring 1Z0-851 Java Standard Edition 6 Programmer  
Mentoring Assets .....mnt310065  
Mentoring 70-515 VB - TS: Web Applications  
Development with .NET 4  
Mentoring Assets .....mnt70515vb  
Mentoring 70-513 C# - TS: Windows Communication  
Foundation with .NET 4  
Mentoring Assets .....mnt70513cs  
Mentoring 70-515 C# - TS: Web Applications  
Development with .NET 4  
Mentoring Assets .....mnt70515cs  
Mentoring 70-516 C# - TS: Accessing Data with Microsoft  
.NET Framework 4  
Mentoring Assets .....mnt70516cs  
Mentoring 70-511 C# - TS: Windows Applications  
Development with .NET 4  
Mentoring Assets .....mnt70511cs  
Mentoring 70-513 VB - TS: Windows Communication  
Foundation with .NET 4  
Mentoring Assets .....mnt70513vb  
Mentoring 70-516 VB - TS: Accessing Data with Microsoft  
.NET Framework 4  
Mentoring Assets .....mnt70516vb  
Mentoring 70-511 VB - TS: Windows Applications  
Development with .NET 4  
Mentoring Assets .....mnt70511vb  
Mentoring 1Z0-804 Java SE 7 Programmer II  
Mentoring Assets .....mnt1z0804

## ■ Software Testing with Visual Studio

Software Testing with Visual Studio: Create and Configure Test Plans  
Course.....sd\_stvs\_a01\_it\_enus  
Software Testing with Visual Studio: Manage Test Cases  
Course.....sd\_stvs\_a02\_it\_enus  
Software Testing with Visual Studio: Manage Test Execution Part 1  
Course.....sd\_stvs\_a03\_it\_enus  
Software Testing with Visual Studio: Manage Test Execution Part 2  
Course.....sd\_stvs\_a04\_it\_enus

## SOFTWARE DEVELOPMENT

### MICROSOFT WINDOWS STORE APPS

#### ■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5:  
Enhancing Performance  
Course.....wd\_awsh\_a01\_it\_enus  
Microsoft Advanced Windows Store Apps with HTML5:  
Animations and Custom Controls  
Course.....wd\_awsh\_a02\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: Media and Devices  
Course.....wd\_awsh\_a03\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: User Interaction  
Course.....wd\_awsh\_a04\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: Data and Security  
Course.....wd\_awsh\_a05\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: Localize and Deploy  
Course.....wd\_awsh\_a06\_it\_enus

## SOFTWARE DEVELOPMENT

### MICROSOFT C#

#### Programming in C#: Managing Program Flow

Course.....wd\_pgcs\_a01\_it\_enus  
Programming in C#: Creating and Using Types  
Course.....wd\_pgcs\_a02\_it\_enus

#### Programming in C#: Debugging and Security Implementation

Course .....wd\_pgcs\_a03\_it\_enus  
Programming in C#: Implementing Data Access  
Course .....wd\_pgcs\_a04\_it\_enus

## IT SKILLS COURSEWARE

Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3  
Mentoring Assets.....mnt70480

Mentoring BH0-010 Certified Tester Foundation Level  
Mentoring Assets.....mntbh0010

Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript  
Mentoring Assets.....mnt70481

Mentoring 70-482 Advanced Windows Store App Development, HTML5 and JavaScript  
Mentoring Assets.....mnt70482

Mentoring 70-483 Programming in C#  
Mentoring Assets.....mnt70483

Mentoring 98-361 Software Development Fundamentals  
Mentoring Assets.....mnt98361

Mentoring 70-484 Essentials of Developing Windows Store Apps Using C#  
Mentoring Assets.....mnt70484

Mentoring 70-486 Developing ASP.NET MVC Web Applications  
Mentoring Assets.....mnt70486

Mentoring 70-485 Advanced Windows Store App Development Using C#  
Mentoring Assets.....mnt70485

Mentoring 1Z0-803 Java SE 7 Programmer I  
Mentoring Assets.....mnt1z0803

## SOFTWARE DEVELOPMENT

### TEST PREPS

TestPrep 1Z0-853 Java Standard Edition 5 Programmer Testprep Exams .....TP310055\_ENG

TestPrep 1Z0-851 Java Standard Edition 6 Programmer Testprep Exams .....TP310065\_ENG

TestPrep 70-515 VB - TS: Web Applications Development with .NET 4  
Testprep Exams .....sd\_masp\_a01\_tp\_enus

TestPrep 70-515 C# - TS: Web Applications Development with .NET 4  
Testprep Exams .....sd\_masc\_a01\_tp\_enus

TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4  
Testprep Exams .....sd\_wccs\_a01\_tp\_enus

TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4  
Testprep Exams .....sd\_adcs\_a01\_tp\_enus

TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4  
Testprep Exams .....sd\_wdcs\_a01\_tp\_enus

TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4  
Testprep Exams .....sd\_wcvb\_a01\_tp\_enus

TestPrep 1Z0-803 Java SE 7 Programmer I  
Testprep Exams .....jl\_jsep\_a01\_tp\_enus

TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4  
Testprep Exams .....sd\_wdvb\_a01\_tp\_enus

TestPrep 1Z0-804 Java SE 7 Programmer II  
Testprep Exams .....jl\_jsep\_a01\_tp\_enus

TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3  
Testprep Exams .....wd\_hjsc\_a01\_tp\_enus

TestPrep BH0-010 Certified Tester Foundation Level  
Testprep Exams .....sd\_sftf\_a01\_tp\_enus

TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript  
Testprep Exams .....wd\_wshj\_a02\_tp\_enus

TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript  
Testprep Exams .....wd\_awsh\_a01\_tp\_enus

TestPrep 70-483 Programming in C#  
Testprep Exams .....wd\_pgcs\_a01\_tp\_enus

TestPrep 70-484 Essentials of Developing Windows Store Apps Using C#  
Testprep Exams .....wd\_wsae\_a01\_tp\_enus

TestPrep 98-361 Software Development Fundamentals  
Testprep Exams .....sd\_sdfm\_a01\_tp\_enus

TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4  
Testprep Exams .....sd\_advb\_a01\_tp\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### COMPTIA A+

#### ■ CompTIA A+ 220-801

CompTIA A+ 220-801: BIOS and Motherboards Course .....cs\_apel\_a01\_it\_enus

CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices Course .....cs\_apel\_a02\_it\_enus

CompTIA A+ 220-801: CPUs, Connections, and Power Supplies Course .....cs\_apel\_a03\_it\_enus

CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals Course .....cs\_apel\_a04\_it\_enus

CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols Course .....cs\_apel\_a05\_it\_enus

## IT SKILLS COURSEWARE

CompTIA A+ 220-801: Networking Technologies Course.....	cs_apel_a06_it_enus
CompTIA A+ 220-801: Networking Devices and Tools Course.....	cs_apel_a07_it_enus
CompTIA A+ 220-801: Laptops Course.....	cs_apel_a08_it_enus
CompTIA A+ 220-801: Printers Course.....	cs_apel_a09_it_enus
CompTIA A+ 220-801: Operational Procedures Course.....	cs_apel_a10_it_enus

### ■ CompTIA A+ 220-802

CompTIA A+ 220-802: Introducing Microsoft Windows Course.....	cs_appa_a01_it_enus
CompTIA A+ 220-802: Installing and Configuring Windows Course.....	cs_appa_a02_it_enus
CompTIA A+ 220-802: Optimizing Windows Course.....	cs_appa_a03_it_enus
CompTIA A+ 220-802: Managing Windows Course.....	cs_appa_a04_it_enus
CompTIA A+ 220-802: Security and Data Disposal Course.....	cs_appa_a05_it_enus
CompTIA A+ 220-802: Mobile Devices Course.....	cs_appa_a06_it_enus
CompTIA A+ 220-802: System Troubleshooting Course.....	cs_appa_a07_it_enus
CompTIA A+ 220-802: General Troubleshooting Course.....	cs_appa_a08_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### COMPTIA SERVER+

#### ■ CompTIA Server+ 2009

CompTIA Server+ 2009: System Hardware Course.....	cs_csvr_a01_it_enus
CompTIA Server+ 2009: System Software Course.....	cs_csvr_a02_it_enus
CompTIA Server+ 2009: Server Functions and Network Essentials Course.....	cs_csvr_a03_it_enus
CompTIA Server+ 2009: Storage Course.....	cs_csvr_a04_it_enus
CompTIA Server+ 2009: IT Environment Course.....	cs_csvr_a05_it_enus
CompTIA Server+ 2009: Disaster Recovery Course.....	cs_csvr_a06_it_enus
CompTIA Server+ 2009: Troubleshooting Course.....	cs_csvr_a07_it_enus

CompTIA Server+ 2009: Network and Storage Troubleshooting Course .....	cs_csvr_a08_it_enus
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## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

## MICROSOFT SHAREPOINT SERVER 2013

### ■ Microsoft Sharepoint Server 2013: Core Solutions

Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture Course .....	es_cosp_a01_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design Course .....	es_cosp_a02_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Installation Course .....	es_cosp_a03_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications Course .....	es_cosp_a04_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Authentication Course .....	es_cosp_a05_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy Course .....	es_cosp_a06_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search Course .....	es_cosp_a07_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring Course .....	es_cosp_a08_it_enus

### ■ Microsoft SharePoint Server 2013 - Developing Core Solutions

Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites Course .....	es_spdu_a01_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security Course .....	es_spdu_a02_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data Course .....	es_spdu_a03_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions Course .....	es_spdu_a04_it_enus

## IT SKILLS COURSEWARE

Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience Course.....	es_spdu_a05_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Business Processes Course.....	es_spdu_a06_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Create Office Apps Course.....	es_spdu_a07_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SHAREPOINT SERVER 2010

#### ■ Microsoft SharePoint 2010: Configuring

Installing and Configuring Microsoft SharePoint 2010 Course.....	es_msst_a01_it_enus
Core Configuration for SharePoint 2010 Course.....	es_msst_a02_it_enus
Upgrading to Microsoft SharePoint 2010 Course.....	es_msst_a03_it_enus
Configuring and Administrating SharePoint 2010 Search Course.....	es_msst_a04_it_enus
Configuring Web Applications for SharePoint 2010 Course.....	es_msst_a05_it_enus
SharePoint 2010 Authentication and Web Application Security Configuration Course.....	es_msst_a06_it_enus
Configuring SharePoint 2010 Site Collections Course.....	es_msst_a07_it_enus
Managing SharePoint 2010 Features and Solutions Course.....	es_msst_a08_it_enus
SharePoint 2010 Operational Health Course.....	es_msst_a09_it_enus
SharePoint 2010 Performance Course.....	es_msst_a10_it_enus

#### ■ Microsoft SharePoint 2010: Administration

Designing a SharePoint 2010 Physical Architecture Course.....	es_mssa_a01_it_enus
SharePoint 2010 Logical Design and Sandbox Solutions Course.....	es_mssa_a02_it_enus
SharePoint 2010 Deployment Topology and Availability Course.....	es_mssa_a03_it_enus
Planning SharePoint 2010 Service Applications and Component Strategy Course.....	es_mssa_a04_it_enus
Planning a SharePoint 2010 Upgrade Course.....	es_mssa_a05_it_enus

Designing SharePoint 2010 Security Course .....	es_mssa_a06_it_enus
SharePoint 2010 Maintenance and Provisioning Course .....	es_mssa_a07_it_enus
Backing Up, Restoring, and Monitoring SharePoint 2010 Course .....	es_mssa_a08_it_enus
Planning for Search in SharePoint 2010 Course .....	es_mssa_a09_it_enus
SharePoint 2010 Content Management, Social Computing, and Collaboration Course .....	es_mssa_a10_it_enus

#### ■ Designing and Developing Microsoft SharePoint 2010 Applications

Data Access and Storage in SharePoint 2010 Course .....	es_spap_a01_it_enus
Development Models and Methods in SharePoint 2010 Course .....	es_spap_a02_it_enus
Presentation Layers and Components in SharePoint 2010 Course .....	es_spap_a03_it_enus
AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010 Course .....	es_spap_a04_it_enus
Custom Branding and Navigation for SharePoint 2010 Course .....	es_spap_a05_it_enus
Application Design and Security in SharePoint 2010 Course .....	es_spap_a06_it_enus
Performance Analysis and Debugging in SharePoint 2010 Course .....	es_spap_a07_it_enus
Integration and Data Capture Methodologies with SharePoint 2010 Course .....	es_spap_a08_it_enus
Information Architecture and Workflow Solutions in SharePoint 2010 Course .....	es_spap_a09_it_enus
Regional Settings and Configuration in SharePoint 2010 Course .....	es_spap_a10_it_enus

#### ■ Microsoft SharePoint 2010: Application Development

Customizing the SharePoint 2010 User Interface Programmatically Course .....	es_spad_a01_it_enus
Developing SharePoint 2010 Web Parts and Controls Course .....	es_spad_a02_it_enus
Developing Business Logic Using SharePoint 2010 Workflows and ECM Course .....	es_spad_a03_it_enus
Programmatically Working with Permissions and BCS in SharePoint 2010 Course .....	es_spad_a04_it_enus

## IT SKILLS COURSEWARE

Working With SharePoint 2010 Data	
Course.....	es_spad_a05_it_enus
SharePoint Server 2010 Object Model	
Course.....	es_spad_a06_it_enus
SharePoint 2010 Features and Solutions	
Course.....	es_spad_a07_it_enus
SharePoint 2010 Site Branding	
Course.....	es_spad_a08_it_enus
Extending SharePoint 2010 Search and Document Namespaces	
Course.....	es_spad_a09_it_enus
Stabilizing and Deploying SharePoint 2010 Components	
Course.....	es_spad_a10_it_enus

Sharepoint 2010 SP1: Configuring and Administering Search	
Course .....	es_mssu_a04_it_enus
Sharepoint 2010 SP1: Configuring Web Applications	
Course .....	es_mssu_a05_it_enus
SharePoint 2010 SP1: Authentication and Web Application Security Configuration	
Course .....	es_mssu_a06_it_enus
Sharepoint 2010 SP1: Configuring Site Collections	
Course .....	es_mssu_a07_it_enus
Sharepoint 2010 SP1: Managing Features and Solutions	
Course .....	es_mssu_a08_it_enus
SharePoint 2010 SP1: Operational Health	
Course .....	es_mssu_a09_it_enus
SharePoint 2010 SP1: Performance	
Course .....	es_mssu_a10_it_enus
SharePoint Online	
Course .....	es_mssu_a11_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SHAREPOINT SERVER 2007

#### Microsoft Office Sharepoint Server 2007 Application Development

Managing Enterprise Content with MOSS 2007	
Course .....	es_ssad_a01_it_enus
Integrating Business Data using MOSS 2007	
Course .....	es_ssad_a02_it_enus
Creating Business Intelligence Solutions with MOSS 2007	
Course .....	es_ssad_a03_it_enus
Application Platform Services within MOSS 2007	
Course .....	es_ssad_a04_it_enus
Searching Data Using MOSS 2007	
Course .....	es_ssad_a05_it_enus
Targeting and Customizing with MOSS 2007	
Course .....	es_ssad_a06_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SYSTEM CENTER ESSENTIALS

#### Microsoft System Center Essentials: Installation and Configuration

Installing and Configuring System Center Essentials 2010	
Course .....	es_msce_a01_it_enus
Managing Computers, Devices, and Updates in System Center Essentials 2010	
Course .....	es_msce_a02_it_enus

## IT SKILLS COURSEWARE

Monitoring and Using Reports in System Center Essentials 2010	Course.....	es_msce_a03_it_enus
Virtualization Management in Essentials 2010	Course.....	es_msce_a04_it_enus
Backing up, Restoring, and Troubleshooting Essentials 2010	Course.....	es_msce_a05_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 8

#### ■ Microsoft Windows 8.1: Supporting Windows 8.1

Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications	Course.....	mw_mgmb_a01_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings	Course.....	mw_mgmb_a02_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access	Course.....	mw_mgmb_a03_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security	Course.....	mw_mgmb_a04_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices	Course.....	mw_mgmb_a05_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security	Course.....	mw_mgmb_a06_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services	Course.....	mw_mgmb_a07_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP	Course.....	mw_mgmb_a08_it_enus

#### ■ Microsoft Windows 8.1: Configuration

Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1	Course.....	mw_mwcp_a01_it_enus
Microsoft Windows 8.1 - Configuring: Hardware and Applications	Course.....	mw_mwcp_a02_it_enus
Microsoft Windows 8.1 - Configuring: Network Configuration	Course.....	mw_mwcp_a03_it_enus

Microsoft Windows 8.1 - Configuring: Remote Management and Security	Course .....	mw_mwcp_a04_it_enus
Microsoft Windows 8.1 - Configuring: Resource Access	Course .....	mw_mwcp_a05_it_enus
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices	Course .....	mw_mwcp_a06_it_enus
Microsoft Windows 8.1 - Configuring: Windows Clients	Course .....	mw_mwcp_a07_it_enus
Microsoft Windows 8.1 - Configuring: File and System Recovery	Course .....	mw_mwcp_a08_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 7

#### ■ Microsoft Windows 7: First Look for IT Professionals

Microsoft Windows 7: First Look for IT Professionals	Course .....	mw_mwfp_a01_it_enus
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#### ■ Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7	Course .....	mw_mwcg_a01_it_enus
Deploying Windows 7	Course .....	mw_mwcg_a02_it_enus
Configuring Hardware and Applications in Windows 7	Course .....	mw_mwcg_a03_it_enus
Configuring Network Connectivity in Windows 7	Course .....	mw_mwcg_a04_it_enus
Configuring Access to Resources in Windows 7	Course .....	mw_mwcg_a05_it_enus
Configuring Mobile Computing in Windows 7	Course .....	mw_mwcg_a06_it_enus
Monitoring, Backing Up, and Restoring Windows 7 Systems	Course .....	mw_mwcg_a07_it_enus

#### ■ Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment	Course .....	mw_mwda_a01_it_enus
Determining Application Compatibility for Windows 7	Course .....	mw_mwda_a02_it_enus
Creating a Standard Image to Deploy Windows 7	Course .....	mw_mwda_a03_it_enus
Deploying Windows 7 Using WDS and USMT	Course .....	mw_mwda_a04_it_enus

## IT SKILLS COURSEWARE

Deploying Windows 7 Using Lite-Touch Installation Course.....	mw_mwda_a05_it_enus
Deploying Windows 7 Using Zero-Touch Installation Course.....	mw_mwda_a06_it_enus
Designing Windows 7 Client Configuration Course.....	mw_mwda_a07_it_enus
Troubleshooting Windows 7 Client Configuration Course.....	mw_mwda_a08_it_enus
Designing Application and Update Deployments for Windows 7 Course.....	mw_mwda_a09_it_enus

### Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues Course.....	mw_mwet_a01_it_enus
Management and Maintenance of Windows 7 Client Systems Course.....	mw_mwet_a02_it_enus
Troubleshooting Logon and Resource Access Issues in Windows 7 Course.....	mw_mwet_a03_it_enus
Resolving Windows 7 Network Connectivity Issues Course.....	mw_mwet_a04_it_enus
Troubleshooting IE8 and Encryption Issues in Windows 7 Course.....	mw_mwet_a05_it_enus
Protecting Windows 7 Against Malware and Vulnerabilities Course.....	mw_mwet_a06_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS SERVER 2012

#### Microsoft Windows Server 2012 R2: Installing and Configuring

Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers Course.....	ws_icfh_a01_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage Course.....	ws_icfh_a02_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services Course.....	ws_icfh_a03_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V Course.....	ws_icfh_a04_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking Course.....	ws_icfh_a05_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS Course .....	ws_icfh_a06_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory Course .....	ws_icfh_a07_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs Course .....	ws_icfh_a08_it_enus
Microsoft Windows Server 2012 R2 - Installing and Configuring: Security Course .....	ws_icfh_a09_it_enus

#### Microsoft Windows Server 2012 R2: Administration

Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption Course .....	ws_admo_a03_it_enus
Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS Course .....	ws_admo_a01_it_enus
Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring Course .....	ws_admo_a02_it_enus
Microsoft Windows Server 2012 R2 - Administration: Network Services and Access Course .....	ws_admo_a04_it_enus
Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP Course .....	ws_admo_a05_it_enus
Microsoft Windows Server 2012 R2 - Administration: Service Accounts and Policies Course .....	ws_admo_a06_it_enus
Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory Course .....	ws_admo_a07_it_enus
Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing Course .....	ws_admo_a08_it_enus
Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences Course .....	ws_admo_a09_it_enus

#### Microsoft Windows Server 2012 R2: Configuring Advanced Services

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA Course .....	ws_cfat_a01_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR Course .....	ws_cfat_a02_it_enus

## IT SKILLS COURSEWARE

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage Course.....	ws_cfat_a03_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC Course.....	ws_cfat_a04_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS Course.....	ws_cfat_a05_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains Course.....	ws_cfat_a06_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication Course.....	ws_cfat_a07_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI Course.....	ws_cfat_a08_it_enus
Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation Course.....	ws_cfat_a09_it_enus

### ■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks Course.....	ws_adin_a03_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration Course.....	ws_adin_a04_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB Course.....	ws_adin_a05_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates Course.....	ws_adin_a01_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests Course.....	ws_adin_a02_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity Course.....	ws_adin_a06_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring Course.....	ws_adin_a07_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services Course.....	ws_adin_a08_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS Course.....	ws_adin_a09_it_enus

### ■ Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure

Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design Course .....	ws_imin_a01_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS Course .....	ws_imin_a02_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design Course .....	ws_imin_a05_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy Course .....	ws_imin_a03_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – Server Deployment Course .....	ws_imin_a04_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage Course .....	ws_imin_a06_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN Course .....	ws_imin_a07_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess Course .....	ws_imin_a08_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection Course .....	ws_imin_a09_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP Course .....	ws_imin_a10_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS SERVER 2008

#### ■ Microsoft Windows Server 2008: New Features

Introducing Windows Server 2008 Course .....	ws_wsfl_a01_it_enus
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#### ■ Microsoft Windows Server 2008: Configuring Active Directory

The Active Directory Infrastructure in Windows Server 2008 Course .....	ws_mwcd_a01_it_enus
Additional Active Directory Server Roles in Windows Server 2008 Course .....	ws_mwcd_a02_it_enus
Active Directory Objects in Windows Server 2008 Course .....	ws_mwcd_a03_it_enus

# IT SKILLS COURSEWARE

Group Policy Objects Strategy in Windows Server 2008 Course.....	ws_mwcd_a04_it_enus
Configuring DNS in Windows Server 2008 Course.....	ws_mwcd_a05_it_enus
Active Directory Certificate Services in Windows Server 2008 Course.....	ws_mwcd_a06_it_enus
Communications and Security in Windows Server 2008 Course.....	ws_mwcd_a07_it_enus
Monitoring, Backups, and Recovery in Windows Server 2008 Course.....	ws_mwcd_a08_it_enus

Configuring Web Service Protocols in Windows Server 2008 Course .....	ws_mwcf_a08_it_enus
Configuring Network Application Services in Windows Server 2008 Course .....	ws_mwcf_a09_it_enus

## ■ Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment Course .....	ws_wsad_a01_it_enus
Planning Active Directory and Group Policy for Windows Server 2008 Course .....	ws_wsad_a02_it_enus
Windows Server 2008 Management and Delegation Course .....	ws_wsad_a03_it_enus
Managing File Servers and Data Provisioning in Windows Server 2008 Course .....	ws_wsad_a04_it_enus
Windows Server 2008 Application Server Management and Application Provisioning Course .....	ws_wsad_a05_it_enus
Windows Server 2008 Application Servers and Services Course .....	ws_wsad_a06_it_enus
Patch Management and Securing and Monitoring Servers in Windows Server 2008 Course .....	ws_wsad_a07_it_enus
Certificate Services, SANs, and High Availability in Windows Server 2008 Course .....	ws_wsad_a08_it_enus
Accessing Windows Networks Remotely in Windows Server 2008 Course .....	ws_wsad_a09_it_enus
Windows Server 2008 Backup and Recovery Course .....	ws_wsad_a10_it_enus

## ■ Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008 Course .....	ws_mwse_a01_it_enus
Network Access in Microsoft Windows Server 2008 Course .....	ws_mwse_a02_it_enus
Application Access and Delivery in Microsoft Windows Server 2008 Course .....	ws_mwse_a03_it_enus
Server and Application Virtualization in Microsoft Windows Server 2008 Course .....	ws_mwse_a04_it_enus
Designing the Active Directory Infrastructure in Microsoft Windows Server 2008 Course .....	ws_mwse_a05_it_enus

## ■ Microsoft Windows Server 2008: Configuring Network Infrastructure

Configure IP Addressing and Windows Services in Windows Server 2008 Course.....	ws_mwci_a01_it_enus
Configure, Manage, and Maintain IP Services in Windows Server 2008 Course.....	ws_mwci_a02_it_enus
Name Resolution in Windows Server 2008 Course.....	ws_mwci_a03_it_enus
Configure Network Access in Windows Server 2008 Course.....	ws_mwci_a05_it_enus
DNS Zones and Replication in Windows Server 2008 Course.....	ws_mwci_a04_it_enus
Network Access Security in Windows Server 2008 Course.....	ws_mwci_a06_it_enus
Configure File and Print Services in Windows Server 2008 Course.....	ws_mwci_a07_it_enus
Monitor Network Infrastructure in Windows Server 2008 Course.....	ws_mwci_a08_it_enus

## ■ Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers Course.....	ws_mwcf_a01_it_enus
Configuring Windows Server 2008 Availability Course.....	ws_mwcf_a02_it_enus
Configure Terminal Services in Windows 2008 Course.....	ws_mwcf_a03_it_enus
Terminal Services Resource Access in Windows 2008 Course.....	ws_mwcf_a04_it_enus
Configuring Windows Server Hyper-V and Virtual Machines Course.....	ws_mwcf_a05_it_enus
Configuring Web Services and Security in Windows Server 2008 Course.....	ws_mwcf_a06_it_enus
Managing IIS in Windows Server 2008 Course.....	ws_mwcf_a07_it_enus

## IT SKILLS COURSEWARE

Active Directory Administration in Microsoft Windows Server 2008	
Course.....	ws_mwse_a06_it_enus
Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008	
Course.....	ws_mwse_a07_it_enus
The Certificate Services Infrastructure in Microsoft Windows Server 2008	
Course.....	ws_mwse_a08_it_enus
Software Updates and Compliance Management in Microsoft Windows Server 2008	
Course.....	ws_mwse_a09_it_enus
Designing Data Security and High Availability in Microsoft Windows Server 2008	
Course.....	ws_mwse_a10_it_enus

### ■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2	
Course.....	ws_mwur_a01_it_enus
Management Improvements in Windows Server 2008 R2	
Course.....	ws_mwur_a02_it_enus
Improvements to Role Services in Windows Server 2008 R2	
Course.....	ws_mwur_a03_it_enus
Access Control in Windows Server 2008 R2	
Course.....	ws_mwur_a04_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT EXCHANGE SERVER

### ■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment	
Course.....	es_excs_a01_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management	
Course.....	es_excs_a02_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers	
Course.....	es_excs_a03_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity	
Course.....	es_excs_a04_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Message Transport	
Course.....	es_excs_a05_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Access Control	
Course .....	es_excs_a06_it_enus
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR	
Course .....	es_excs_a07_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting	
Course .....	es_excs_a08_it_enus

### ■ Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server	
Course .....	es_mesd_a01_it_enus
Exchange Server 2010 SP1: Installation and Configuration	
Course .....	es_mesd_a02_it_enus
Exchange Server 2010 SP1: Administrative Tools	
Course .....	es_mesd_a03_it_enus
Exchange Server 2010 SP1: Mailbox Server Administration	
Course .....	es_mesd_a04_it_enus
Exchange Server 2010 SP1: Public Folders and Messaging Records Management	
Course .....	es_mesd_a05_it_enus
Exchange Server 2010 SP1: Message Transport	
Course .....	es_mesd_a06_it_enus
Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security	
Course .....	es_mesd_a07_it_enus
Exchange Server 2010 SP1: Client Access	
Course .....	es_mesd_a08_it_enus
Exchange Server 2010 SP1: High Availability	
Course .....	es_mesd_a09_it_enus
Exchange Server 2010 SP1: Backup and Recovery	
Course .....	es_mesd_a10_it_enus
Exchange Server 2010 SP1: Monitoring Mail Flow and Performance	
Course .....	es_mesd_a11_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT HYPER-V

### ■ Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V

Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview	
Course .....	hv_wshv_a01_it_enus

## IT SKILLS COURSEWARE

Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V Course.....	hv_wshv_a02_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server Course.....	hv_wshv_a03_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration Course.....	hv_wshv_a04_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management Course.....	hv_wshv_a05_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates Course.....	hv_wshv_a06_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability Course.....	hv_wshv_a07_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services Course.....	hv_wshv_a08_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles Course.....	hv_wshv_a09_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments Course.....	hv_wshv_a10_it_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### UNIX

##### ■ UNIX: System Administration

UNIX User and Data Management Course.....	107814_ENG
Deploying and Initializing UNIX Systems Course.....	107822_ENG
Securing UNIX Systems Course.....	107848_ENG
Managing UNIX Software and System Services Course.....	113993_ENG
Networking and UNIX Name Resolution Course.....	107849_ENG
Managing UNIX Clients Course.....	211844_ENG
Administering UNIX Network Services Course.....	211845_ENG
UNIX Systems Management Course.....	211846_ENG

##### ■ UNIX: Operating System Fundamentals

Introduction to UNIX Course .....	78920_ENG
UNIX System Architecture Course .....	78924_ENG

##### ■ UNIX: Shell Programming

UNIX Shell Scripting Basics Course .....	83855_ENG
UNIX Shell Scripting Tools Course .....	110852_ENG
Writing UNIX Shell Programs Course .....	83877_ENG

##### ■ UNIX: The User Environment

Customizing the UNIX User Environment Course .....	80536_ENG
Working with UNIX Files and Directories Course .....	80533_ENG
Working with UNIX Programs Course .....	80534_ENG
Text Editing and Printing in UNIX Course .....	80535_ENG

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### UNIX ESSENTIALS

##### ■ Unix Fundamentals

UNIX Fundamentals: Overview Course .....	lu_unix_a01_it_enus
UNIX Fundamentals: Shell Scripting Basics Course .....	lu_unix_a02_it_enus
UNIX Fundamentals: Files and Directories Course .....	lu_unix_a03_it_enus
UNIX Fundamentals: Security Course .....	lu_unix_a04_it_enus
UNIX Fundamentals: Network Administration Course .....	lu_unix_a05_it_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### LINUX PROFESSIONAL INSTITUTE

## IT SKILLS COURSEWARE

### ■ Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101

Junior Level LPIC-1 Exam 101: Linux System Architecture Course.....	lu_ljlp_a01_it_enus
Junior Level LPIC-1 Exam 101: Linux Installation Course.....	lu_ljlp_a02_it_enus
Junior Level LPIC-1 Exam 101: Linux Package Management Course.....	lu_ljlp_a03_it_enus
Junior Level LPIC-1 Exam 101: Unix Command Line Course.....	lu_ljlp_a04_it_enus
Junior Level LPIC-1 Exam 101: File Management and Redirects Course.....	lu_ljlp_a05_it_enus
Junior Level LPIC-1 Exam 101: Process Management Course.....	lu_ljlp_a06_it_enus
Junior Level LPIC-1 Exam 101: Working With Text Files Course.....	lu_ljlp_a07_it_enus
Junior Level LPIC-1 Exam 101: Partitions and File Systems Course.....	lu_ljlp_a08_it_enus
Junior Level LPIC-1 Exam 101: File and Storage Administration Course.....	lu_ljlp_a09_it_enus

### ■ Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102

Junior Level LPIC-1 Exam 102: Customize and Use the Linux Shell Environment Course.....	lu_lklp_a01_it_enus
Junior Level LPIC-1 Exam 102: User Interfaces and Desktops Course.....	lu_lklp_a02_it_enus
Junior Level LPIC-1 Exam 102: Manage Users and Groups Accounts and Jobs in Linux Course.....	lu_lklp_a03_it_enus
Junior Level LPIC-1 Exam 102: Essential Linux System Services Course.....	lu_lklp_a04_it_enus
Junior Level LPIC-1 Exam 102: Linux Networking Fundamentals Course.....	lu_lklp_a05_it_enus
Junior Level LPIC-1 Exam 102: Basic Linux network troubleshooting Course.....	lu_lklp_a06_it_enus
Junior Level LPIC-1 Exam 102: Linux Security Course.....	lu_lklp_a07_it_enus
Junior Level LPIC-1 Exam 102: Linux Encryption Course.....	lu_lklp_a08_it_enus

### ■ Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201

Linux User Notification and Device Management Course .....	lu_lalq_a01_it_enus
E-mail and Security in Linux Course .....	lu_lalq_a02_it_enus
Linux Kernel Compilation and Linux Startup Course .....	lu_lalq_a03_it_enus
Linux File Sharing and Filesystem Management Course .....	lu_lalq_a04_it_enus
Linux Network Configuration Course .....	lu_lalq_a05_it_enus
Managing Resource Utilization in Linux Course .....	lu_lalq_a06_it_enus

### ■ Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 202

Linux Network Services Course .....	lu_lalr_a01_it_enus
Linux System Maintenance and Hardware Configuration Course .....	lu_lalr_a02_it_enus
Linux Security Course .....	lu_lalr_a03_it_enus
Linux System Troubleshooting Course .....	lu_lalr_a04_it_enus
Booting Linux and Installing Applications from Source Course .....	lu_lalr_a05_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### VMWARE

#### ■ Vmware Overview

Virtualization with VMware: An Overview Course .....	vi_vmwo_a01_it_enus
VMware Desktop Overview Course .....	vi_vmwo_a02_it_enus
VMware Server Overview Course .....	vi_vmwo_a03_it_enus
VMware Datacenter Overview Course .....	vi_vmwo_a04_it_enus

#### ■ Vmware Workstation

VMware Workstation 7: Getting started with Virtual Machines Course .....	vi_vmwst_a01_it_enus
VMware Workstation 7: Managing Virtual Machines Course .....	vi_vmwst_a02_it_enus

## IT SKILLS COURSEWARE

### ■ VMware: Datacenter Virtualization with vSphere 5 - Part 2

VMware vSphere 5 - Part 2: VSphere Clustering Course.....	vi_vmpc_a01_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance Course.....	vi_vmpc_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management Course.....	vi_vmpc_a03_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps Course.....	vi_vmpc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance Course.....	vi_vmpc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security Course.....	vi_vmpc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use Course.....	vi_vmpc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy Course.....	vi_vmpc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades Course.....	vi_vmpc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines Course.....	vi_vmpc_a10_it_enus

### ■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals Course.....	vi_vmpo_a01_it_enus
VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs Course.....	vi_vmpo_a02_it_enus
VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design Course.....	vi_vmpo_a03_it_enus
VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation Course.....	vi_vmpo_a04_it_enus

### ■ VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization Course.....	vi_vmwa_a01_it_enus
VMware vSphere 5 - Part 1: vCenter Server Installation Course.....	vi_vmwa_a02_it_enus

VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration Course .....	vi_vmwa_a03_it_enus
VMware vSphere 5 - Part 1: ESXi Installation and Configuration Course .....	vi_vmwa_a04_it_enus
VMware vSphere 5 – Part 1: vCenter Server Inventory Course .....	vi_vmwa_a05_it_enus
VMware vSphere 5 - Part 1: vCenter Server Administration Course .....	vi_vmwa_a06_it_enus
VMware vSphere 5 - Part 1: vCenter Server Management Course .....	vi_vmwa_a07_it_enus
VMware vSphere 5 - Part 1: Creating Virtual Machines Course .....	vi_vmwa_a08_it_enus
VMware vSphere 5 - Part 1: Configuring and Managing Virtual Machines Course .....	vi_vmwa_a09_it_enus
VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation Course .....	vi_vmwa_a10_it_enus
VMware vSphere 5 - Part 1: Configuring and Managing Virtual Networks Course .....	vi_vmwa_a11_it_enus
VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts Course .....	vi_vmwa_a12_it_enus
VMware vSphere 5 – Part 1: Storage Configuration and Management Course .....	vi_vmwa_a13_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### OFFICE 365

#### ■ Managing Identities and Requirements in Office 365

Office 365 Configuration Course .....	mo_clda_a01_it_enus
Office 365 Deployment Course .....	mo_clda_a02_it_enus
Managing Office 365 Cloud Identities, Synchronization, and Clients Course .....	mo_clda_a03_it_enus
Office 365 Federated Identities (Single Sign-On) Course .....	mo_clda_a04_it_enus
Monitoring and Troubleshooting Office 365 Usage Course .....	mo_clda_a05_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

# IT SKILLS COURSEWARE

## WINDOWS POWERSHELL

### Microsoft PowerShell and Exchange Server

Microsoft PowerShell and Exchange Server: Getting Started Course.....	mw_psse_a01_it_enus
Microsoft PowerShell and Exchange Server: Managing Mailboxes Course.....	mw_psse_a02_it_enus
Microsoft PowerShell and Exchange Server: Distribution Groups and Databases Course.....	mw_psse_a03_it_enus

### Microsoft PowerShell and SharePoint

Microsoft PowerShell and SharePoint: Getting Started Course.....	mw_pssp_a01_it_enus
Microsoft PowerShell and SharePoint: Managing Sites Course.....	mw_pssp_a02_it_enus

### Microsoft PowerShell and SQL Server

Microsoft PowerShell and SQL Server: Introduction Course.....	mw_pssq_a01_it_enus
Microsoft PowerShell and SQL Server: Database Management Course.....	mw_pssq_a02_it_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

## MENTORING ASSETS

### Mentoring Assets

Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring Mentoring Assets.....	mnt70640
Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring Mentoring Assets.....	mnt70642
Mentoring 70-646 PRO: Windows Server 2008, Server Administrator Mentoring Assets.....	mnt70646
Mentoring 70-647 Pro: Windows Server 2008, Enterprise Administrator Mentoring Assets.....	mnt70647
Mentoring 70-680 TS: Windows 7, Configuring Mentoring Assets.....	mnt70680
Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator Mentoring Assets.....	mnt70686

Mentoring SK0-003 Server+ Mentoring Assets .....	mntsk0003
Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician Mentoring Assets .....	mnt70685
Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator Mentoring Assets .....	mnt70668
Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring Mentoring Assets .....	mnt70667
Mentoring LX0-101 Linux+ Powered by LPI Exam 1 Mentoring Assets .....	mntlx0101
Mentoring LX0-102 Linux+ Powered by LPI Exam 2 Mentoring Assets .....	mntlx0102
Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring Mentoring Assets .....	mnt70662
Mentoring VMware: Datacenter Virtualization with vSphere 5 - Part 2 Mentoring Assets .....	mntesvcp5p2
Mentoring 220-801 CompTIA A+ Mentoring Assets .....	mnt220801
Mentoring 220-802 CompTIA A+ Mentoring Assets .....	mnt220802
Mentoring 70-687 Configuring Windows 8.1 Mentoring Assets .....	mnt70687
Mentoring 70-410 Installing and Configuring Windows Server 2012 Mentoring Assets .....	mnt70410
Mentoring 70-461 Querying Microsoft SQL Server 2012 Mentoring Assets .....	mnt70461
Mentoring 70-411 Administering Windows Server 2012 Mentoring Assets .....	mnt70411
Mentoring 70-412 Configuring Advanced Windows Server 2012 Services Mentoring Assets .....	mnt70412
Mentoring 70-688 Mentoring Assets .....	mnt70688
Mentoring 70-341 Core Solutions of Microsoft Exchange Server 2013 Mentoring Assets .....	mnt70341
Mentoring 70-331 Core Solutions of Microsoft SharePoint Server 2013 Mentoring Assets .....	mnt70331
Mentoring 70-332 Advanced Solutions of Microsoft SharePoint Server 2013 Mentoring Assets .....	mnt70332
Mentoring 70-342 Advanced Solutions of Microsoft Exchange Server 2013 Mentoring Assets .....	mnt70342
Mentoring 70-346 Managing Office 365 Identities and Requirements Mentoring Assets .....	mnt70346

# IT SKILLS COURSEWARE

Mentoring N10-006 CompTIA Network+	
Mentoring Assets.....	mtn10006
Mentoring 70-347 Enabling Office 365 Services	
Mentoring Assets.....	mnt70347
Mentoring VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV)	
Mentoring Assets.....	mtesvcp5p1

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### TEST PREPS

#### Test Preps

TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring	
Testprep Exams .....	ws_mwcd_a01_tp_enus
TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring	
Testprep Exams .....	ws_mwci_a01_tp_enus
TestPrep 70-680 TS: Windows 7, Configuring	
Testprep Exams .....	mw_mwcg_a01_tp_enus
TestPrep SK0-003 Server+	
Testprep Exams .....	cs_csvr_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator	
Testprep Exams .....	mw_mwda_a01_tp_enus
TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician	
Testprep Exams .....	mw_mwet_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator	
Testprep Exams .....	ws_mwse_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator	
Testprep Exams .....	ws_wsad_a01_tp_enus
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring	
Testprep Exams .....	es_msst_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator	
Testprep Exams .....	es_mssa_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1	
Testprep Exams .....	lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam 2	
Testprep Exams .....	lu_lpad_a02_tp_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring	
Testprep Exams .....	es_mesc_a01_tp_enus
TestPrep 220-801 CompTIA A+	
Testprep Exams .....	cs_apel_a01_tp_enus

TestPrep 220-802 CompTIA A+	
Testprep Exams .....	cs_appa_a01_tp_enus
TestPrep 70-688 Supporting Windows 8.1	
Testprep Exams .....	mw_mgma_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012	
Testprep Exams .....	ws_admn_a02_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012	
Testprep Exams .....	ws_icfg_a02_tp_enus
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services	
Testprep Exams .....	ws_cfas_a02_tp_enus
TestPrep 70-687 Configuring Windows 8.1	
Testprep Exams .....	mw_mwco_a02_tp_enus
TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013	
Testprep Exams .....	es_excs_a01_tp_enus
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013	
Testprep Exams .....	es_cosp_a01_tp_enus
TestPrep 70-414 Implementing an Advanced Server Infrastructure	
Testprep Exams .....	ws_adin_a01_tp_enus
TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013	
Testprep Exams .....	es_dsas_a01_tp_enus
TestPrep 70-346 Managing Office 365 Identities and Requirements	
Testprep Exams .....	mo_clda_a01_tp_enus
TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013	
Testprep Exams .....	es_exca_a01_tp_enus
TestPrep 70-347 Enabling Office 365 Services	
Testprep Exams .....	mo_ensv_a01_tp_enus

## INTERNET AND NETWORK TECHNOLOGIES

### SOCIAL NETWORKING

#### Social Networking for Users

Social Networking for Users Course .....	sn_snts_a01_dt_enus
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## INTERNET AND NETWORK TECHNOLOGIES

### COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

#### CompTIA Security+ SY0-401

CompTIA Security+ SY0-401: Control Fundamentals and Security Threats Course .....	cs_styq_a01_it_enus
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## IT SKILLS COURSEWARE

CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses	
Course.....	cs_styq_a02_it_enus
CompTIA Security+ SY0-401: Creating Secure Networks	
Course.....	cs_styq_a03_it_enus
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing	
Course.....	cs_styq_a04_it_enus
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls	
Course.....	cs_styq_a05_it_enus
CompTIA Security+ SY0-401: Securing a Networked Environment	
Course.....	cs_styq_a06_it_enus
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security	
Course.....	cs_styq_a07_it_enus
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures	
Course.....	cs_styq_a08_it_enus
CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud	
Course.....	cs_styq_a09_it_enus
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics	
Course.....	cs_styq_a10_it_enus

### ■ CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats	
Course .....	cs_styp_a01_it_enus
CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses	
Course .....	cs_styp_a02_it_enus
CompTIA Security+ 2011: Securing Networks and Performing Security Assessments	
Course .....	cs_styp_a03_it_enus
CompTIA Security+ 2011: Network and System Security Mechanisms	
Course .....	cs_styp_a04_it_enus
CompTIA Security+ 2011: Remote Access and Wireless Security	
Course .....	cs_styp_a05_it_enus
CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls	
Course .....	cs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT Environment	
Course .....	cs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and Public Key Infrastructures	
Course .....	cs_styp_a08_it_enus
CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing	
Course .....	cs_styp_a09_it_enus
CompTIA Security+ 2011: BC, DR, Security Training, and Forensics	
Course .....	cs_styp_a10_it_enus

### ■ CompTIA Network+ 2012

CompTIA Network+ 2012: Networking Concepts Part 1	
Course.....	cs_ctmt_a01_it_enus
CompTIA Network+ 2012: Networking Concepts Part 2	
Course.....	cs_ctmt_a02_it_enus
CompTIA Network+ 2012: Network Installation and Configuration Part 1	
Course.....	cs_ctmt_a03_it_enus
CompTIA Network+ 2012: Network Installation and Configuration Part 2	
Course.....	cs_ctmt_a04_it_enus
CompTIA Network+ 2012: Network Media and Topologies Part 1	
Course.....	cs_ctmt_a05_it_enus
CompTIA Network+ 2012: Network Media and Topologies Part 2	
Course.....	cs_ctmt_a06_it_enus
CompTIA Network+ 2012: Network Management	
Course.....	cs_ctmt_a07_it_enus
CompTIA Network+ 2012: Network Security Part 1	
Course.....	cs_ctmt_a08_it_enus
CompTIA Network+ 2012: Network Security Part 2	
Course.....	cs_ctmt_a09_it_enus
CompTIA Network+ 2012: Network Security Part 3	
Course.....	cs_ctmt_a10_it_enus

### ■ CompTIA Network+ N10-006

CompTIA Network+ N10-006: Network Architecture Part 1	
Course .....	cs_ctne_a01_it_enus
CompTIA Network+ N10-006: Network Architecture Part 2	
Course .....	cs_ctne_a02_it_enus
CompTIA Network+ N10-006: Network Operations Part 1	
Course .....	cs_ctne_a03_it_enus
CompTIA Network+ N10-006: Network Operations Part 2	
Course .....	cs_ctne_a04_it_enus
CompTIA Network+ N10-006: Network Security	
Course .....	cs_ctne_a05_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 1	
Course .....	cs_ctne_a06_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 2	
Course .....	cs_ctne_a07_it_enus
CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory	
Course .....	cs_ctne_a08_it_enus

## INTERNET AND NETWORK TECHNOLOGIES

# IT SKILLS COURSEWARE

## NETWORK PROTOCOLS

### TCP/IP: Mobile IP and IP Mobility

Mobile IP	
Course.....	211788_ENG
IP Mobility	
Course.....	211789_ENG

### TCP/IP: Protocols for Securing Web Transactions

Digital Payments	
Course.....	212561_ENG

### TCP/IP: Network Management Protocols

SNMP, MIBs, and RMON	
Course.....	210670_ENG

## INTERNET AND NETWORK TECHNOLOGIES

## DATA/TELECOMMUNICATIONS

### IPv6 and Future Applications

IPv6	
Course.....	80284_ENG

### Lightweight Directory Access Protocol

LDAP Fundamentals	
Course.....	85776_ENG
Designing and Maintaining LDAP Directory Services	
Course.....	84923_ENG

## INTERNET AND NETWORK TECHNOLOGIES

## WIRELESS COMMUNICATIONS

### Advanced Wireless Technologies

Beyond 3G (B3G)	
Course.....	219522_ENG
4G Communication Systems	
Course.....	219523_ENG
4G Implementations	
Course.....	221229_ENG
Non-Cellular Wireless Technology	
Course.....	219524_ENG

## INTERNET AND NETWORK TECHNOLOGIES

## WIRELESS

### Understanding and Evaluating RFID Technology for your Business

RFID Technology and Business Applications Course .....	232047_ENG
RFID: Applications Management Course .....	232057_ENG

## INTERNET AND NETWORK TECHNOLOGIES

## NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

### Introduction to Voice over IP

PSTN and VoIP Fundamentals Course .....	dt_voce_a01_it_enus
VoIP Technologies Course .....	dt_voce_a02_it_enus
VoIP Quality and Security Course .....	dt_voce_a03_it_enus

## INTERNET AND NETWORK TECHNOLOGIES

## SECURITY SOLUTIONS

### SSCP

SSCP Domain: Access Controls Course .....	sp_sycp_a01_it_enus
SSCP Domain: Cryptography Course .....	sp_sycp_a02_it_enus
SSCP Domain: Malicious Code Course .....	sp_sycp_a03_it_enus
SSCP Domain: Monitoring and Analysis Part 1 Course .....	sp_sycp_a04_it_enus
SSCP Domain: Monitoring and Analysis Part 2 Course .....	sp_sycp_a05_it_enus
SSCP Domain : Networks and Telecommunications Part 1 Course .....	sp_sycp_a06_it_enus
SSCP Domain : Networks and Telecommunications Part 2 Course .....	sp_sycp_a07_it_enus
SSCP Domain : Security Operations and Administration Part 1 Course .....	sp_sycp_a08_it_enus
SSCP Domain : Security Operations and Administration Part 2 Course .....	sp_sycp_a09_it_enus
SSCP Domain: Security Operations and Administration Part 3 Course .....	sp_sycp_a10_it_enus
SSCP Domain : Risk, Response, and Recovery Course .....	sp_sycp_a11_it_enus

# IT SKILLS COURSEWARE

## Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems - Part 1	Course.....	sp_cisa_a01_it_enus
CISA Domain: The Process of Auditing Information Systems - Part 2	Course.....	sp_cisa_a02_it_enus
CISA Domain: Governance and Management of IT - Part 1	Course.....	sp_cisa_a03_it_enus
CISA Domain: Governance and Management of IT - Part 2	Course.....	sp_cisa_a04_it_enus
CISA Domain: IS Acquisition, Development, and Implementation - Part 1	Course.....	sp_cisa_a05_it_enus
CISA Domain: IS Acquisition, Development and Implementation - Part 2	Course.....	sp_cisa_a06_it_enus
CISA Domain: IS Operations, Maintenance and Support - Part 1	Course.....	sp_cisa_a07_it_enus
CISA Domain: IS Operations, Maintenance, and Support - Part 2	Course.....	sp_cisa_a08_it_enus
CISA Domain: Protection of Information Assets - Part 1	Course.....	sp_cisa_a09_it_enus
CISA Domain: Protection of Information Assets - Part 2	Course.....	sp_cisa_a10_it_enus
CISA Domain: IS Acquisition, Development and Implementation - Part 3	Course.....	sp_cisa_a11_it_enus

## Certified Ethical Hacker (CEH) v8

Certified Ethical Hacker (CEH) v8: Hacking and Penetration Testing	Course.....	sp_ceth_a01_it_enus
Certified Ethical Hacker (CEH) v8: Footprinting and Reconnaissance	Course.....	sp_ceth_a02_it_enus
Certified Ethical Hacker (CEH) v8: Network Scanning	Course.....	sp_ceth_a03_it_enus
Certified Ethical Hacker (CEH) v8: Enumeration and Cryptography	Course.....	sp_ceth_a04_it_enus
Certified Ethical Hacker (CEH) v8: System Hacking	Course.....	sp_ceth_a05_it_enus
Certified Ethical Hacker (CEH) v8: Malware	Course.....	sp_ceth_a06_it_enus
Certified Ethical Hacker (CEH) v8: Sniffing	Course.....	sp_ceth_a07_it_enus
Certified Ethical Hacker (CEH) v8: Social Engineering	Course.....	sp_ceth_a08_it_enus

Certified Ethical Hacker (CEH) v8: Denial of Service and Session Hijacking	Course .....	sp_ceth_a09_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Web Servers	Course .....	sp_ceth_a10_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Web Applications	Course .....	sp_ceth_a11_it_enus
Certified Ethical Hacker (CEH) v8: SQL Injection	Course .....	sp_ceth_a12_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Wireless Networks	Course .....	sp_ceth_a13_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Mobile Platforms	Course .....	sp_ceth_a14_it_enus
Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls, and Honeybots	Course .....	sp_ceth_a15_it_enus
Certified Ethical Hacker (CEH) v8: Buffer Overflow	Course .....	sp_ceth_a16_it_enus

## Certified Information Security Manager (CISM) 2013

CISM 2013: Information Security Governance (Part 1)	Course .....	sp_ciso_a01_it_enus
CISM 2013: Information Security Governance (Part 2)	Course .....	sp_ciso_a02_it_enus
CISM 2013: Information Security Governance (Part 3)	Course .....	sp_ciso_a03_it_enus
CISM 2013: Information Risk Management and Compliance (Part 1)	Course .....	sp_ciso_a04_it_enus
CISM 2013: Information Security Incident Management (Part 1)	Course .....	sp_ciso_a11_it_enus
CISM 2013: Information Risk Management and Compliance (Part 2)	Course .....	sp_ciso_a05_it_enus
CISM 2013: Information Security Incident Management (Part 2)	Course .....	sp_ciso_a12_it_enus
CISM 2013: Information Security Program Development and Management (Part 1)	Course .....	sp_ciso_a06_it_enus
CISM 2013: Information Security Program Development and Management (Part 2)	Course .....	sp_ciso_a07_it_enus
CISM 2013: Information Security Program Development and Management (Part 3)	Course .....	sp_ciso_a08_it_enus
CISM 2013: Information Security Program Development and Management (Part 4)	Course .....	sp_ciso_a09_it_enus

## IT SKILLS COURSEWARE

CISM 2013: Information Security Program Development and Management (Part 5)  
Course.....sp\_ciso\_a10\_it\_enus

### Certified Information Systems Security Professional (CISSP) 2013

CISSP 2013 Domain: Access Control  
Course.....sp\_cptf\_a01\_it\_enus  
CISSP 2013 Domain: Telecommunications and Network Security  
Course.....sp\_cptf\_a02\_it\_enus  
CISSP 2013 Domain: Information Security Governance and Risk Management  
Course.....sp\_cptf\_a03\_it\_enus  
CISSP 2013 Domain: Software Development Security  
Course.....sp\_cptf\_a04\_it\_enus  
CISSP 2013 Domain: Cryptography  
Course.....sp\_cptf\_a05\_it\_enus  
CISSP 2013 Domain: Security Architecture and Design  
Course.....sp\_cptf\_a06\_it\_enus  
CISSP 2013 Domain: Operations Security  
Course.....sp\_cptf\_a07\_it\_enus  
CISSP 2013 Domain: Business Continuity and Disaster Recovery Planning  
Course.....sp\_cptf\_a08\_it\_enus  
CISSP 2013 Domain: Legal, Regulations, Investigations, and Compliance  
Course.....sp\_cptf\_a09\_it\_enus  
CISSP 2013 Domain: Physical (Environment) Security  
Course.....sp\_cptf\_a10\_it\_enus

### CompTIA Advanced Security Practitioner CAS-002

CompTIA CASP CAS-002: Cryptography and Enterprise Storage Concerns  
Course.....sp\_capr\_a01\_it\_enus  
CompTIA CASP CAS-002: Advanced Network Design, Management, and Controls  
Course.....sp\_capr\_a02\_it\_enus  
CompTIA CASP CAS-002: Security Controls for Hosts  
Course.....sp\_capr\_a03\_it\_enus  
CompTIA CASP CAS-002: Application Vulnerabilities and Security Controls  
Course.....sp\_capr\_a04\_it\_enus  
CompTIA CASP CAS-002: Industry Influences, Risk Planning, Strategy, and Control  
Course.....sp\_capr\_a05\_it\_enus  
CompTIA CASP CAS-002: Privacy Policies & Procedures and Incident Recovery  
Course.....sp\_capr\_a06\_it\_enus  
CompTIA CASP CAS-002: Research, Analysis and Assessment  
Course.....sp\_capr\_a07\_it\_enus

CompTIA CASP CAS-002: Integration of Computing, Communications, and Disciplines  
Course .....sp\_capr\_a08\_it\_enus  
CompTIA CASP CAS-002: Technical Integration of Enterprise Components  
Course .....sp\_capr\_a09\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### CISCO

### CAPPS 8.0: Integrating Cisco Unified Communications Applications

Cisco CAPPS 8.0: Introduction to Voice-Mail  
Course .....cc\_caps\_a01\_it\_enus  
Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM  
Course .....cc\_caps\_a02\_it\_enus  
Cisco CAPPS 8.0: Configuring the CUC System and Dial Plan Components  
Course .....cc\_caps\_a03\_it\_enus  
Cisco CAPPS 8.0: Implementing Cisco Unity Connection  
Course .....cc\_caps\_a04\_it\_enus  
Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environment  
Course .....cc\_caps\_a05\_it\_enus  
Cisco CAPPS 8.0: Cisco Unity Express Users and Auto Attendant  
Course .....cc\_caps\_a06\_it\_enus  
Cisco CAPPS 8.0: Troubleshooting Cisco Unity Express  
Course .....cc\_caps\_a07\_it\_enus  
Cisco CAPPS 8.0: Voice Profile for Internet Mail Implementation  
Course .....cc\_caps\_a08\_it\_enus  
Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementation  
Course .....cc\_caps\_a09\_it\_enus  
Cisco CAPPS 8.0: Integrating Cisco Unified Presence and its Components  
Course .....cc\_caps\_a10\_it\_enus

### CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager  
Course .....cc\_cptz\_a01\_it\_enus  
Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration  
Course .....cc\_cptz\_a02\_it\_enus  
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling  
Course .....cc\_cptz\_a03\_it\_enus

## IT SKILLS COURSEWARE

Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager	Course.....	cc_cptz_a04_it_enus
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges	Course.....	cc_cptz_a05_it_enus
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges	Course.....	cc_cptz_a06_it_enus
Cisco CIPT1 8.0: Implementing Call Coverage	Course.....	cc_cptz_a07_it_enus
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager	Course.....	cc_cptz_a08_it_enus
Cisco CIPT1 8.0: Feature and Application Implementation	Course.....	cc_cptz_a09_it_enus
Cisco CIPT1 8.0: Cisco Unified Mobility	Course.....	cc_cptz_a10_it_enus

### ■ CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2

Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview	Course.....	cc_cpty_a01_it_enus
Cisco CIPT2 8.0: Multisite Deployment Implementation	Course.....	cc_cpty_a02_it_enus
Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation	Course.....	cc_cpty_a03_it_enus
Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation	Course.....	cc_cpty_a04_it_enus
Cisco CIPT2 8.0: Features and Applications for Multisite Deployments	Course.....	cc_cpty_a05_it_enus
Cisco CIPT2 8.0: Call Control Discovery	Course.....	cc_cpty_a06_it_enus

### ■ ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration

Cisco ICOMM 8.0: CUC Solutions	Course.....	cc_comm_a01_it_enus
Cisco ICOMM 8.0: Administrator and End-User Interfaces	Course.....	cc_comm_a02_it_enus
Cisco ICOMM 8.0: Call Flows in CUC Systems	Course.....	cc_comm_a03_it_enus
Cisco ICOMM 8.0: Endpoint and User Administration	Course.....	cc_comm_a04_it_enus
Cisco ICOMM 8.0: End User Telephony and Mobility Features	Course.....	cc_comm_a05_it_enus

Cisco ICOMM 8.0: Configuring Mobility Features	Course .....	cc_comm_a06_it_enus
Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options	Course .....	cc_comm_a07_it_enus
Cisco ICOMM 8.0: Cisco Unified Presence	Course .....	cc_comm_a08_it_enus
Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance	Course .....	cc_comm_a09_it_enus
Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System	Course .....	cc_comm_a10_it_enus

### ■ Implementing Cisco Voice Communications and QoS (CVOICE)

Cisco CVOICE 8.0: Introduction to Voice Gateways	Course .....	cc_voic_a01_it_enus
Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs	Course .....	cc_voic_a02_it_enus
Cisco CVOICE 8.0: Transporting Voice over IP networks	Course .....	cc_voic_a03_it_enus
Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols	Course .....	cc_voic_a04_it_enus
Cisco CVOICE 8.0: VoIP Call Legs	Course .....	cc_voic_a05_it_enus
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express	Course .....	cc_voic_a06_it_enus
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints	Course .....	cc_voic_a07_it_enus
Cisco CVOICE 8.0: Call Routing and Dial Plans	Course .....	cc_voic_a08_it_enus
Cisco CVOICE 8.0: Path Selection and Calling Privileges	Course .....	cc_voic_a09_it_enus
Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element	Course .....	cc_voic_a10_it_enus
Cisco CVOICE 8.0: QoS Mechanisms	Course .....	cc_voic_a11_it_enus
Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS	Course .....	cc_voic_a12_it_enus

### ■ ROUTE 1.0: Implementing Cisco IP Routing

Cisco ROUTE 1.0: Routing Services for Converged Networks	Course .....	cc_icir_a01_it_enus
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## IT SKILLS COURSEWARE

Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise Course.....	cc_icir_a02_it_enus	Cisco TSHOOT 1.0: Network Layer Connectivity, OSPF, and EIGRP Course .....	cc_icit_a06_it_enus
Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation Course.....	cc_icir_a03_it_enus	Cisco TSHOOT 1.0: Route Redistribution, BGP, and Performance Issues Course .....	cc_icit_a07_it_enus
Cisco ROUTE 1.0: The OSPF Routing Protocol Course.....	cc_icir_a04_it_enus	Cisco TSHOOT 1.0: Maintaining and Troubleshooting Network Security Solutions Course .....	cc_icit_a08_it_enus
Cisco ROUTE 1.0: Implementing an OSPF-Based Solution Course.....	cc_icir_a05_it_enus	Cisco TSHOOT 1.0 eLT: Troubleshooting Performance Problems on Switches Course .....	CSCO0066EN07
Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution Course.....	cc_icir_a06_it_enus	Cisco TSHOOT 1.0 eLT: Troubleshooting Wireless Integration Course .....	CSCO0066EN08
Cisco ROUTE 1.0: Implementing Path Control Course.....	cc_icir_a07_it_enus	Cisco TSHOOT 1.0 eLT: Troubleshooting Voice over IP Integration Course .....	CSCO0066EN09
Cisco ROUTE 1.0: Connecting the Enterprise to ISPs Course.....	cc_icir_a08_it_enus	Cisco TSHOOT 1.0 eLT: Troubleshooting Video Integration Course .....	CSCO0066EN10
Cisco ROUTE 1.0: Configuring and Verifying BGP operations Course.....	cc_icir_a09_it_enus	Cisco TSHOOT 1.0 eLT: Troubleshooting NAT and PAT Course .....	CSCO0066EN11
Cisco ROUTE 1.0 eLT: Implementing Path Control Course.....	CSCO0064EN07	Cisco TSHOOT 1.0 eLT: Troubleshooting DHCP Course .....	CSCO0066EN12
Cisco ROUTE 1.0 eLT: IPv6 Addressing and Unicast Course.....	CSCO0064EN08	Cisco TSHOOT 1.0 eLT: Troubleshooting IPv6, OSPFv3, and RIPng Course .....	CSCO0066EN13
Cisco ROUTE 1.0 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6 Course.....	CSCO0064EN09	Cisco TSHOOT 1.0 eLT: Troubleshooting Network Applications Services Course .....	CSCO0066EN14
Cisco ROUTE 1.0 eLT: IPv6 Transition Techniques Course.....	CSCO0064EN10	Cisco TSHOOT 1.0 eLT: Troubleshooting Branch Office and Remote Worker Problems Course .....	CSCO0066EN15
Cisco ROUTE 1.0 eLT: NAT and PAT with IPv6 Course.....	CSCO0064EN11		
Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers Course.....	CSCO0064EN12		

### TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 1.0: Planning Maintenance for Complex Networks Course.....	cc_icit_a01_it_enus
Cisco TSHOOT 1.0: Planning Troubleshooting Processes for Networks Course.....	cc_icit_a02_it_enus
Cisco TSHOOT 1.0: Maintenance, Troubleshooting Tools, & Applications Course.....	cc_icit_a03_it_enus
Cisco TSHOOT 1.0: Troubleshooting VLANs, STP, and SVIs Course.....	cc_icit_a04_it_enus
Cisco TSHOOT 1.0: Troubleshooting FHRPs and Performance Issues Course.....	cc_icit_a05_it_enus

### SWITCH 1.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 1.0: Analyzing Campus Network Designs Course .....	cc_icis_a01_it_enus
Cisco SWITCH 1.0: Implementing VLANs in Campus Networks Course .....	cc_icis_a02_it_enus
Cisco SWITCH 1.0: Implementing Spanning-Tree Course .....	cc_icis_a03_it_enus
Cisco SWITCH 1.0: Inter-VLAN Routing Course .....	cc_icis_a04_it_enus
Cisco SWITCH 1.0: Highly Available Networks Course .....	cc_icis_a05_it_enus
Cisco SWITCH 1.0: Configuring Layer 3 High Availability Course .....	cc_icis_a06_it_enus
Cisco SWITCH 1.0: Minimizing Service Loss and Data Theft Course .....	cc_icis_a07_it_enus

## IT SKILLS COURSEWARE

Cisco SWITCH 1.0: Accommodating Voice and Video in Campus Networks Course.....	cc_icis_a08_it_enus
Cisco SWITCH 1.0: Integrating Wireless LANs into a Campus Network Course.....	cc_icis_a09_it_enus

Cisco DESGN 2.1: Designing the Enterprise WAN and Branch Course .....	cc_desg_a05_it_enus
Cisco DESGN 2.1: Designing IP Addressing Course .....	cc_desg_a06_it_enus
Cisco DESGN 2.1: Selecting Routing Protocols Course .....	cc_desg_a07_it_enus
Cisco DESGN 2.1: Defining Network Security Course .....	cc_desg_a08_it_enus
Cisco DESGN 2.1: Security Solutions for the Network Course .....	cc_desg_a09_it_enus
Cisco DESGN 2.1: Integrating Voice and Video Architectures Course .....	cc_desg_a10_it_enus
Cisco DESGN 2.1: Voice and Video Technology Requirements Course .....	cc_desg_a11_it_enus
Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking Course .....	cc_desg_a12_it_enus

## ■ TVOICE 8.0: Troubleshooting Cisco Unified Communications

Cisco TVOICE 8.0: Troubleshooting Unified Communications Solutions Overview Course .....	cc_tcuc_a01_it_enus
Cisco TVOICE 8.0: Cisco Unified Communications Manager Troubleshooting Course .....	cc_tcuc_a02_it_enus
Cisco TVOICE 8.0: Troubleshooting Call Setup Issues Course .....	cc_tcuc_a03_it_enus
Cisco TVOICE 8.0: Troubleshooting Off-Net Calling Issues Course .....	cc_tcuc_a04_it_enus
Cisco TVOICE 8.0: Troubleshooting SAF and CCD Issues Course .....	cc_tcuc_a05_it_enus
Cisco TVOICE 8.0: Troubleshooting Device and Extension Mobility Course .....	cc_tcuc_a06_it_enus
Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence Course .....	cc_tcuc_a07_it_enus
Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues Course .....	cc_tcuc_a08_it_enus
Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues Course .....	cc_tcuc_a09_it_enus
Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues Course .....	cc_tcuc_a10_it_enus

■ DESGN 2.1: Designing for Cisco Internetwork Solutions	
Cisco DESGN 2.1: Network Design Methodology Overview Course.....	cc_desg_a01_it_enus
Cisco DESGN 2.1: Structuring and Modularizing the Network Course.....	cc_desg_a02_it_enus
Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks Course.....	cc_desg_a03_it_enus
Cisco DESGN 2.1: Identifying WAN Technology Considerations Course.....	cc_desg_a04_it_enus

# IT SKILLS COURSEWARE

## ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

ICND1 2.0: Networking, Communications, and LANs	
Course.....	cc_icne_a01_it_enus
ICND1 2.0: Operating Cisco IOS Software	
Course.....	cc_icne_a02_it_enus
ICND1 2.0: Switch Operations	
Course.....	cc_icne_a03_it_enus
ICND1 2.0: Ethernet Operations	
Course.....	cc_icne_a04_it_enus
ICND1 2.0: Understanding IPv4 Addresses	
Course.....	cc_icne_a05_it_enus
ICND1 2.0: Address Blocks and VLSM	
Course.....	cc_icne_a06_it_enus
ICND1 2.0: The Transport Layer and Router Configuration	
Course.....	cc_icne_a07_it_enus
ICND1 2.0: Packet Delivery and Static Routing	
Course.....	cc_icne_a08_it_enus
ICND1 2.0: Access Control Lists and Network Address Translation	
Course.....	cc_icne_a09_it_enus
ICND1 2.0: Managing Network Device Security	
Course.....	cc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP	
Course.....	cc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols	
Course.....	cc_icne_a12_it_enus
ICND1 2.0: IPv6	
Course.....	cc_icne_a13_it_enus

## ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

ICND2 2.0: VLANs and Spanning-Tree	
Course.....	cc_icnf_a01_it_enus
ICND2 2.0: EtherChannel and Layer 3 Redundancy	
Course.....	cc_icnf_a02_it_enus
ICND2 2.0: Troubleshooting Basic Connectivity	
Course.....	cc_icnf_a03_it_enus
ICND2 2.0: Implementing an EIGRP Based Solution	
Course.....	cc_icnf_a04_it_enus
ICND2 2.0: An Overview of OSPF	
Course.....	cc_icnf_a05_it_enus
ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution	
Course.....	cc_icnf_a06_it_enus
ICND2 2.0: Wan Technology Overview and Serial Connections	
Course.....	cc_icnf_a07_it_enus
ICND2 2.0: Establishing a WAN Connection Using Frame Relay	
Course.....	cc_icnf_a08_it_enus

ICND2 2.0: VPN Solutions and GRE Tunnels	
Course .....	cc_icnf_a09_it_enus
ICND2 2.0: Network Device Management	
Course .....	cc_icnf_a10_it_enus

## Cisco SENSS 1.0

SENSS 1.0: Secure Design Principles	
Course .....	cc_sens_a01_it_enus
SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls	
Course .....	cc_sens_a02_it_enus
SENSS 1.0: Deploying Cisco Traffic Telemetry Methods	
Course .....	cc_sens_a03_it_enus
SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls	
Course .....	cc_sens_a04_it_enus
SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA	
Course .....	cc_sens_a05_it_enus
SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration	
Course .....	cc_sens_a06_it_enus
SENSS 1.0: Deploying Advanced Cisco ASA Access Policies	
Course .....	cc_sens_a07_it_enus
SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies	
Course .....	cc_sens_a08_it_enus
SENSS 1.0: Threat Controls Deployment on Cisco IOS Software	
Course .....	cc_sens_a09_it_enus

## ROUTE 2.0: Implementing Cisco IP Routing

Cisco ROUTE 2.0: Basic Network and Routing Concepts	
Course .....	cc_rout_a01_it_enus
Cisco ROUTE 2.0: Understanding the RIP and EIGRP Routing Protocols	
Course .....	cc_rout_a02_it_enus
Cisco ROUTE 2.0: EIGRP Topology Table and Optimizing EIGRP Behavior	
Course .....	cc_rout_a03_it_enus
Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and Named EIGRP	
Course .....	cc_rout_a04_it_enus
Cisco ROUTE 2.0: Establishing OSPF Neighbor Relationships	
Course .....	cc_rout_a05_it_enus
Cisco ROUTE 2.0: Link-State Database and Optimizing OSPF Behavior	
Course .....	cc_rout_a06_it_enus
Cisco ROUTE 2.0: Configuring OSPFv3	
Course .....	cc_rout_a07_it_enus

## IT SKILLS COURSEWARE

Cisco ROUTE 2.0: Configuring Routing Protocol Redistribution	Course.....cc_rout_a08_it_enus
Cisco ROUTE 2.0: Redistribution Using Distribute and Prefix Lists	Course.....cc_rout_a09_it_enus
Cisco ROUTE 2.0: Path Control Implementation	Course.....cc_rout_a10_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity I	Course.....cc_rout_a11_it_enus
Cisco ROUTE 2.0: Implementing Basic BGP Operations	Course.....cc_rout_a12_it_enus
Cisco ROUTE 2.0: BGP Path Manipulation, Control, and BGP in the IPv6 Environment	Course.....cc_rout_a13_it_enus
Cisco ROUTE 2.0: Routers and Routing Protocol Hardening	Course.....cc_rout_a14_it_enus
Cisco ROUTE 2.0: Redistribution Using Route Maps and Tags	Course.....cc_rout_a15_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity II	Course.....cc_rout_a16_it_enus
Cisco ROUTE 2.0: Optimizing and Tuning OSPF	Course.....cc_rout_a17_it_enus

### ■ SWITCH 2.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 2.0: Basic Concepts and Network Design	Course.....cc_swch_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture I	Course.....cc_swch_a02_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II	Course.....cc_swch_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation	Course.....cc_swch_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Tuning and MST Implementation	Course.....cc_swch_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing	Course.....cc_swch_a06_it_enus
Cisco SWITCH 2.0: High-Availability Networks	Course.....cc_swch_a07_it_enus
Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP	Course.....cc_swch_a08_it_enus
Cisco SWITCH 2.0: Campus Network Security I	Course.....cc_swch_a09_it_enus
Cisco SWITCH 2.0: Campus Network Security II	Course.....cc_swch_a10_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation	Course.....cc_swch_a11_it_enus

Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP	Course .....cc_swch_a12_it_enus
Cisco SWITCH 2.0: Campus Network Security III	Course .....cc_swch_a13_it_enus

## INTERNET AND NETWORK TECHNOLOGIES

### EMC

#### ■ EMC Information Storage and Management (ISM) v2

EMC ISM v2: Data Center Environment	Course .....dt_ismu_a01_it_enus
EMC ISM v2: RAID and Intelligent Storage Systems	Course .....dt_ismu_a02_it_enus
EMC ISM v2: FC SAN, IP SAN, and FCoE	Course .....dt_ismu_a03_it_enus
EMC ISM v2: NAS, Object-based Storage, and Unified Storage	Course .....dt_ismu_a04_it_enus
EMC ISM v2: Business Continuity, Backup, Replication, and Archiving	Course .....dt_ismu_a05_it_enus
EMC ISM v2: Remote Replication and Cloud Computing	Course .....dt_ismu_a06_it_enus
EMC ISM v2: Securing the Storage Infrastructure	Course .....dt_ismu_a07_it_enus
EMC ISM v2: Managing the Storage Infrastructure	Course .....dt_ismu_a08_it_enus

## INTERNET AND NETWORK TECHNOLOGIES

### CLOUD COMPUTING

#### ■ Cloud Computing for Business Professionals

Introducing Cloud Computing	Course .....cl_clbp_a01_it_enus
Moving Business Services into the Cloud	Course .....cl_clbp_a02_it_enus

#### ■ Cloud Computing for IT professionals

Cloud Computing Basics	Course .....cl_clip_a01_it_enus
Cloud Technology Enablers	Course .....cl_clip_a02_it_enus
Enterprise Data and Cloud Interaction	Course .....cl_clip_a03_it_enus
Migrating Infrastructure to the Cloud	Course .....cl_clip_a04_it_enus

## IT SKILLS COURSEWARE

Identity, Presence, and Privacy Course.....	cl_clip_a05_it_enus
Providing Cloud Security Course.....	cl_clip_a06_it_enus

### CompTIA Cloud+

CompTIA Cloud+ CV0-001: Cloud Fundamentals Course.....	cl_cdps_a01_it_enus
CompTIA Cloud+ CV0-001: Virtualization Course.....	cl_cdps_a02_it_enus
CompTIA Cloud+ CV0-001: Data Center Infrastructure Course.....	cl_cdps_a03_it_enus
CompTIA Cloud+ CV0-001: Cloud Management Course.....	cl_cdps_a04_it_enus
CompTIA Cloud+ CV0-001: Cloud Security Course.....	cl_cdps_a05_it_enus
CompTIA Cloud+ CV0-001: Managing Cloud Systems Course.....	cl_cdps_a06_it_enus

## INTERNET AND NETWORK TECHNOLOGIES

### MENTORING ASSETS

#### Mentoring Assets

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE) Mentoring Assets.....	mnt642902
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Mentoring Assets.....	mnt642832
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH) Mentoring Assets.....	mnt642813
Mentoring Certified Information Systems Security Professional (CISSP) Mentoring Assets.....	mntcissp
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM) Mentoring Assets.....	mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE) Mentoring Assets.....	mntes642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1) Mentoring Assets.....	mntes642447
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2) Mentoring Assets.....	mntes642457
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS) Mentoring Assets.....	mntes642467
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE) Mentoring Assets.....	mntes642427

Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN) Mentoring Assets .....	mnt640864
Mentoring Certified Information Systems Auditor (CISA) Mentoring Assets .....	mntcisa
Mentoring Systems Security Certified Practitioner (SSCP) Mentoring Assets .....	mntsscp2ed
Mentoring Certified Information Security Manager (CISM) Mentoring Assets .....	mntcismu
Mentoring 640-554 Implementing Cisco IOS Network Security (IINS) Mentoring Assets .....	mnt640554
Mentoring E10-001 Information Storage and Management Mentoring Assets .....	mnte10001
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1) Mentoring Assets .....	mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2) Mentoring Assets .....	mnt200101
Mentoring 200-120 Cisco Certified Network Associate (CCNA) Mentoring Assets .....	mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH) Mentoring Assets .....	mnt31250v8
Mentoring SY0-401 CompTIA Security+ Mentoring Assets .....	mntsyo401
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH) Mentoring Assets .....	mnt300115
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE) Mentoring Assets .....	mnt300101
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Mentoring Assets .....	mnt300135
Mentoring 300-206 Implementing Cisco Edge Network Security Solutions (SENSS) Mentoring Assets .....	mnt300206
Mentoring 70-246 Monitoring and Operating a Private Cloud, System Center 2012 Mentoring Assets .....	mnt70246
Mentoring 70-247 Configuring and Deploying a Private Cloud, System Center 2012 Mentoring Assets .....	mnt70247
CompTIA Cloud+ Mentoring Assets .....	mntcv0001
Mentoring 300-207 Implementing Cisco Threat Control Solutions (SITCS) Mentoring Assets .....	mnt300207
Mentoring 300-208 Implementing Cisco Secure Access Solutions (SISAS) Mentoring Assets .....	mnt300208

# IT SKILLS COURSEWARE

Mentoring CAS-002 CompTIA Advanced Security Practitioner  
Mentoring Assets..... mntcas002  
Mentoring N10-005 Network+  
Mentoring Assets..... mntn10005

## INTERNET AND NETWORK TECHNOLOGIES

### TEST PREPS

#### Test Preps

TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)  
Testprep Exams ..... cc\_icis\_a01\_tp\_enus  
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)  
Testprep Exams ..... cc\_icir\_a01\_tp\_enus  
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)  
Testprep Exams ..... cc\_icit\_a01\_tp\_enus  
TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)  
Testprep Exams ..... cc\_comm\_a01\_tp\_enus  
TestPrep Certified Information Systems Security Professional (CISSP)  
Testprep Exams ..... sp\_cssp\_a01\_tp\_enus  
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)  
Testprep Exams ..... cc\_desg\_a01\_tp\_enus  
TestPrep Certified Information Security Manager (CISM)  
Testprep Exams ..... sp\_cisn\_a01\_tp\_enus  
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)  
Testprep Exams ..... cc\_cins\_a01\_tp\_enus  
TestPrep E10-001 Information Storage and Management  
Testprep Exams ..... dt\_ismu\_a01\_tp\_enus  
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)  
Testprep Exams ..... cc\_icne\_a01\_tp\_enus  
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)  
Testprep Exams ..... cc\_icnf\_a01\_tp\_enus  
TestPrep 200-120 Cisco Certified Network Associate (CCNA)  
Testprep Exams ..... cc\_ccna\_a02\_tp\_enus  
TestPrep 312-50 Certified Ethical Hacker (CEH)  
Testprep Exams ..... sp\_ceth\_a01\_tp\_enus  
TestPrep SY0-401 CompTIA Security+  
Testprep Exams ..... cs\_styq\_a01\_tp\_enus  
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)  
Testprep Exams ..... cc\_rout\_a01\_tp\_enus

TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)  
Testprep Exams ..... cc\_swch\_a01\_tp\_enus  
TestPrep 300-206 Implementing Cisco Edge Network Security Solutions (SENSS)  
Testprep Exams ..... cc\_sens\_a01\_tp\_enus  
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012  
Testprep Exams ..... ws\_mopc\_a01\_tp\_enus  
TestPrep N10-006 CompTIA Network+  
Testprep Exams ..... cs\_ctne\_a01\_tp\_enus  
TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)  
Testprep Exams ..... cc\_trst\_a01\_tp\_enus  
TestPrep 300-208 Implementing Cisco Secure Access Solutions (SISAS)  
Testprep Exams ..... cc\_siss\_a01\_tp\_enus  
TestPrep 300-207 Implementing Cisco Threat Control Solutions (SITCS)  
Testprep Exams ..... cc\_sitc\_a01\_tp\_enus  
TestPrep Systems Security Certified Practitioner (SSCP)  
Testprep Exams ..... sp\_sycp\_a01\_tp\_enus  
TestPrep Certified Information Systems Auditor (CISA)  
Testprep Exams ..... sp\_cisa\_a01\_tp\_enus  
TestPrep N10-005 Network+  
Testprep Exams ..... cs\_ctmt\_a01\_tp\_enus

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 12C

#### Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB  
Course ..... od\_nfad\_a01\_it\_enus  
Oracle Database 12c: Managing CDB and PBD, and Data Optimization  
Course ..... od\_nfad\_a02\_it\_enus  
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving  
Course ..... od\_nfad\_a03\_it\_enus  
Oracle Database 12c: Managing Security  
Course ..... od\_nfad\_a04\_it\_enus  
Oracle Database 12c: High Availability and Database Management  
Course ..... od\_nfad\_a05\_it\_enus  
Oracle Database 12c: Tuning SQL and Using ADDM  
Course ..... od\_nfad\_a06\_it\_enus  
Oracle Database 12c: Resource Manager, Online Operations, and ADR  
Course ..... od\_nfad\_a07\_it\_enus

## IT SKILLS COURSEWARE

Oracle Database 12c: Transporting Databases and Managing Data Course..... od\_nfad\_a08\_it\_enus

Oracle Database 11g: Change Management Overview and SQL Plan Management Course ..... 255373\_ENG

Oracle Database 11g: Database Replay and Automatic SQL Tuning Course ..... 255385\_ENG

Oracle Database 11g: Intelligent Infrastructure Enhancements Course ..... 255397\_ENG

Oracle Database 11g: Performance Enhancements Course ..... 255408\_ENG

Oracle Database 11g: Partitioning and Storage-Related Enhancements Course ..... 255415\_ENG

Oracle Database 11g: Using RMAN Enhancements, Flashback and LogMiner Course ..... 255423\_ENG

Oracle Database 11g: Diagnostic Enhancements and Using the Data Recovery Advisor Course ..... 255433\_ENG

Oracle Database 11g: New Security Features Course ..... 255444\_ENG

Oracle Database 11g: SecureFiles and Miscellaneous New Features Course ..... 255451\_ENG

### ■ Oracle Database 12c: Install and Upgrade

Oracle Database 12c – Install and Upgrade: Database Architecture Course..... od\_inup\_a01\_it\_enus

Oracle Database 11g: Database Replay and Automatic SQL Tuning Course ..... 255385\_ENG

Oracle Database 12c – Install and Upgrade: Installation Course..... od\_inup\_a02\_it\_enus

Oracle Database 11g: Intelligent Infrastructure Enhancements Course ..... 255397\_ENG

Oracle Database 12c – Install and Upgrade: Upgrading Course..... od\_inup\_a03\_it\_enus

Oracle Database 11g: Performance Enhancements Course ..... 255408\_ENG

Oracle Database 11g: Partitioning and Storage-Related Enhancements Course ..... 255415\_ENG

Oracle Database 11g: Using RMAN Enhancements, Flashback and LogMiner Course ..... 255423\_ENG

Oracle Database 11g: Diagnostic Enhancements and Using the Data Recovery Advisor Course ..... 255433\_ENG

Oracle Database 11g: New Security Features Course ..... 255444\_ENG

Oracle Database 11g: SecureFiles and Miscellaneous New Features Course ..... 255451\_ENG

### ■ Oracle Database 12c: Administration

Oracle Database 12c - Administration: Database Architecture and Management Tools Course..... od\_oadm\_a01\_it\_enus

Oracle Database 11g: Database Architecture and Installation Course ..... 255701\_ENG

Oracle Database 12c – Administration: Manage the Database Instance Course..... od\_oadm\_a02\_it\_enus

Oracle Database 11g: Database Creation, Instance Management, and Connectivity Course ..... 255770\_ENG

Oracle Database 12c – Administration: The Network Environment and User Security Course..... od\_oadm\_a03\_it\_enus

Oracle Database 11g: Storage Structures and User Security Course ..... 255814\_ENG

Oracle Database 12c – Administration: Storage structures and Undo Data Course..... od\_oadm\_a04\_it\_enus

Oracle Database 11g: Managing the Schema, Data, and Concurrency Course ..... 255825\_ENG

Oracle Database 12c – Administration: Data Concurrency and Auditing Course..... od\_oadm\_a05\_it\_enus

Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance Course ..... 255834\_ENG

Oracle Database 12c – Administration: Backup, Recover, and Move Data Course..... od\_oadm\_a06\_it\_enus

Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup Course ..... 255845\_ENG

Oracle Database 12c – Administration: Maintenance and Performance Tuning Course..... od\_oadm\_a07\_it\_enus

Oracle Database 11g: Recovering, Moving, and Enhancing the Oracle Database Course ..... 255854\_ENG

Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support Course..... od\_oadm\_a08\_it\_enus

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 11G

#### ■ Oracle Database 11g: New Features For Administrators

Oracle Database 11g: Installation and Upgrade Enhancements Course..... 255352\_ENG

Oracle Database 11g: Storage Enhancements Course..... 255364\_ENG

# IT SKILLS COURSEWARE

## ■ Oracle Database 11g: Administration Workshop II

Oracle Database 11g: Database Architecture and ASM Course.....	256882_ENG
Oracle Database 11g: Configuring for Recovery Course.....	256975_ENG
Oracle Database 11g: Configuring for Backups Course.....	257033_ENG
Oracle Database 11g: Using RMAN for Recovery Course.....	257046_ENG
Oracle Database 11g: Supporting RMAN and Using Flashback Technology Course.....	257060_ENG
Oracle Database 11g: Diagnosing the Database and Managing Memory Course.....	257071_ENG
Oracle Database 11g: Database Performance and Space Management Course.....	257081_ENG
Oracle Database 11g: Managing Resources and Task Automation Course.....	257108_ENG
Oracle Database 11g: Globalization Course.....	257117_ENG

## ■ Oracle Database 11g: SQL and PL/SQL New Features

Getting Started with SQL and PL/SQL New Features Course.....	257179_ENG
Using Dynamic SQL and Implementing Performance Improvements Course.....	257188_ENG
Using Trigger, Data Warehousing, and Pivoting Enhancements Course.....	257195_ENG
Using the PL/SQL Debugger, Collections and Data Warehousing Course.....	257202_ENG

## ■ Oracle Database 11g: SQL Fundamentals I

Oracle Database 11g: Using SQL to Query Your Database Course.....	257492_ENG
Oracle Database 11g: Conversion Functions, Group Functions, and Joins Course.....	257503_ENG
Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation Course.....	257513_ENG
Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms Course.....	257522_ENG

## ■ Oracle Database 11g: SQL Fundamentals II

Oracle Database 11g: Controlling User Access and Managing Schema Objects Course .....	257867_ENG
Oracle Database 11g: Data Dictionary Views and Large Data Sets Course .....	257876_ENG
Oracle Database 11g: Managing Data in Different Time Zones Course .....	257884_ENG
Oracle Database 11g: Using Subqueries and Regular Expressions Course .....	257896_ENG

## ■ Oracle Database 11g: PL/SQL Fundamentals

Oracle Database 11g: PL/SQL Variables, Attributes, and Executable Statements Course .....	257801_ENG
Oracle Database 11g: Using DML, DDL, Cursors, Control Structures, and Loops Course .....	257810_ENG
Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL Course .....	257817_ENG
Oracle Database 11g: Working with Exceptions, Subprograms, JDeveloper, and REF Cursors Course .....	257825_ENG

## ■ Oracle Database 11g: Develop PL/SQL Program Units

Oracle Database 11g: Subprograms, Packages, and Exception Handling in PL/SQL Course .....	259958_ENG
Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations in PL/SQL Course .....	259959_ENG
Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code Course .....	259960_ENG
Oracle Database 11g: Managing PL/SQL Code and Dependencies Course .....	259961_ENG

## ■ Oracle Database 11g: Introduction to SQL

Oracle Database 11g: Querying a Database with SQL Course .....	260277_ENG
Oracle Database 11g: Conversion Functions, Conditional Expressions, Group Functions, and Joins Course .....	260278_ENG

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Oracle Database 11g: Manipulating Queries and Data Course.....	260279_ENG
Oracle Database 11g: Using DDL, Views, and Schema Objects Course.....	260280_ENG
Oracle Database 11g: Controlling User Access and Managing Objects Course.....	260281_ENG
Oracle Database 11g: Managing Data Dictionary Views and Large Data Sets Course.....	260282_ENG
Oracle Database 11g: Managing Time Zones and Datetime Functions Course.....	260283_ENG
Oracle Database 11g: Subqueries and Regular Expressions Course.....	260284_ENG

### ■ Oracle Database 11g: Program with PL/SQL

Oracle Database 11g: Getting Started With PL/SQL Course.....	260269_ENG
Oracle Database 11g: Using DML, DDL, Cursors, Loops, and Control Structures Course.....	260270_ENG
Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors Course.....	260271_ENG
Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors Course.....	260272_ENG
Oracle Database 11g: Subprograms, Packages, and Exception Handling Course.....	260273_ENG
Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations Course.....	260274_ENG
Oracle Database 11g: Using Triggers and the PL/SQL Compiler Course.....	260275_ENG
Oracle Database 11g: PL/SQL Code and Dependency Management Course.....	260276_ENG

### ■ Oracle Database 11g: SQL Tuning

Oracle Database 11g: Architecture, SQL Tuning, and Optimization Course.....	od_ortw_a01_dt_enus
Oracle Database 11g: Indexes, Access Paths, and Join Operations Course.....	od_ortw_a02_dt_enus
Oracle Database 11g: Execution Plans and Star Transformations Course.....	od_ortw_a03_dt_enus

Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing Course .....	od_ortw_a04_dt_enus
Oracle Database 11g: Application Tracing and Automatic SQL Tuning Course .....	od_ortw_a05_dt_enus

### ■ Oracle Database 11g: Secure Backup

Oracle Database 11g: Configuring OSB and Security Course .....	od_odsba01_it_enus
Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup Course .....	od_odsba02_it_enus
Oracle Database 11g: RMAN and Oracle Secure Backup Course .....	od_odsba03_it_enus
Oracle Database 11g: Managing Backups and Infrastructure Course .....	od_odsba04_it_enus
Oracle Database 11g: Tape Vaulting, Duplication, and Tuning Course .....	od_odsba05_it_enus

### ■ Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC Course .....	od_oraca01_it_enus
Oracle Database 11g: RAC Database and Oracle Clusterware Administration Course .....	od_oraca02_it_enus
Oracle Database 11g: RAC Performance Tuning Course .....	od_oraca03_it_enus
Oracle Database 11g: Configure, Manage, and Use Services in RAC Course .....	od_oraca04_it_enus
Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management Course .....	od_oraca05_it_enus
Oracle Database 11g: High Availability in RAC Course .....	od_oraca06_it_enus

### ■ Oracle Database 11g: Security

Oracle Database 11g: Introduction to Database Security and Solutions Course .....	od_odsc_a01_it_enus
Oracle Database 11g: Database Security Course .....	od_odsc_a02_it_enus
Oracle Database 11g: Database Auditing Course .....	od_odsc_a03_it_enus
Oracle Database 11g: Basic User and Strong Authentication Course .....	od_odsc_a04_it_enus

# IT SKILLS COURSEWARE

Oracle Database 11g: Enterprise User Security and Proxy Authentication	Course.....	od_odsc_a05_it_enus
Oracle Database 11g: Privileges, Roles, and Application Contexts	Course.....	od_odsc_a06_it_enus
Oracle Database 11g: Virtual Private Database	Course.....	od_odsc_a07_it_enus
Oracle Database 11g: Oracle Label Security and the Data Masking Pack	Course.....	od_odsc_a08_it_enus
Oracle Database 11g: Encryption Concepts	Course.....	od_odsc_a09_it_enus
Oracle Database 11g: Transparent Data Encryption	Course.....	od_odsc_a10_it_enus
Oracle Database 11g: Oracle Net Services and Listener Security	Course.....	od_odsc_a11_it_enus
Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security	Course.....	od_odsc_a12_it_enus

## ■ Oracle Database 11g: New Features for Administrators Release 2

Oracle Database 11g Release 2: Installation and Oracle Restart	Course.....	od_onft_a01_it_enus
Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements	Course.....	od_onft_a02_it_enus
Oracle Database 11g Release 2: Oracle Partitioning and Security Features	Course.....	od_onft_a03_it_enus
Oracle Database 11g Release 2: Using Change Management Solutions	Course.....	od_onft_a04_it_enus
Oracle Database 11g Release 2: Intelligent Infrastructure Enhancements	Course.....	od_onft_a05_it_enus
Oracle Database 11g Release 2: Diagnosability Enhancements	Course.....	od_onft_a06_it_enus
Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements	Course.....	od_onft_a07_it_enus
Oracle Database 11g Release 2: Application Performance Enhancements	Course.....	od_onft_a08_it_enus
Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data	Course.....	od_onft_a09_it_enus

Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup	Course .....	od_onft_a10_it_enus
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## ■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture and Installation	Course .....	od_udas_a01_it_enus
Oracle Database 11g Release 2: Database Creation and Instance Management	Course .....	od_udas_a02_it_enus
Oracle Database 11g Release 2: The ASM Instance and Network Connectivity	Course .....	od_udas_a03_it_enus
Oracle Database 11g Release 2: Storage Structures and User Security	Course .....	od_udas_a04_it_enus
Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing	Course .....	od_udas_a05_it_enus
Oracle Database 11g Release 2: Managing Database Maintenance and Performance	Course .....	od_udas_a06_it_enus
Oracle Database 11g Release 2: Backup and Recovery	Course .....	od_udas_a07_it_enus
Oracle Database 11g Release 2: Moving Data and Oracle Support	Course .....	od_udas_a08_it_enus

## ■ Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture and Recovery Operations	Course .....	od_odat_a01_it_enus
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups	Course .....	od_odat_a02_it_enus
Oracle Database 11g Release 2: Performing Restore and Recovery Tasks	Course .....	od_odat_a03_it_enus
Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN	Course .....	od_odat_a04_it_enus
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies	Course .....	od_odat_a05_it_enus
Oracle Database 11g Release 2: Managing Database Memory and Performance	Course .....	od_odat_a06_it_enus
Oracle Database 11g Release 2: Managing Database Resources and the Scheduler	Course .....	od_odat_a07_it_enus

## IT SKILLS COURSEWARE

Oracle Database 11g Release 2: Managing Database Space and Duplication Course..... od\_odat\_a08\_it\_enus

Dynamic SQL and Metadata Course ..... 218842\_ENG

### ■ Oracle SOA Suite 11g

Oracle SOA Suite 11g: Introduction to SOA Course..... od\_soas\_a01\_it\_enus  
Oracle SOA Suite 11g: SOA Governance and Service Design Course..... od\_soas\_a02\_it\_enus  
Oracle SOA Suite 11g: SOA Composite Applications Course..... od\_soas\_a03\_it\_enus  
Oracle SOA Suite 11g: Mediator and BPEL Components Course..... od\_soas\_a04\_it\_enus  
Oracle SOA Suite 11g: Human Task and Business Rules Components Course..... od\_soas\_a05\_it\_enus  
Oracle SOA Suite 11g: SOA Security and Adoption Planning Course..... od\_soas\_a06\_it\_enus

### ■ Oracle Database 10g: New Features I

Oracle Database 10g: New Installation and Configuration Features Course ..... 210040\_ENG  
Oracle Database 10g: New Data Loading Features Course ..... 210050\_ENG  
Oracle Database 10g: New Automatic Management and Management Infrastructure Features Course ..... 210057\_ENG  
Oracle Database 10g: New Resource, Scheduling, and Task-Management Features Course ..... 210074\_ENG  
Oracle Database 10g: New Space Management Features Course ..... 210086\_ENG  
Oracle Database 10g: New Storage Features Course ..... 210095\_ENG

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 10G

#### ■ Oracle Database 10g: PL/SQL Fundamentals

Introduction to PL/SQL Course..... 216518\_ENG  
Using PL/SQL with an Oracle Server Course..... 216530\_ENG  
Using Control Structures Course..... 217616\_ENG  
Using Composite Data Types Course..... 216540\_ENG  
Explicit Cursors and Exception Errors Course..... 216554\_ENG  
Creating Stored Procedures and Functions Course..... 216563\_ENG

#### ■ Oracle Database 10g: New Features II

Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features Course ..... 220637\_ENG  
Oracle Database 10g: New Backup and Recovery Features Course ..... 220638\_ENG  
Oracle Database 10g: Using Flashback Course ..... 220639\_ENG  
Oracle Database 10g: New Features in Security and Software Maintenance Course ..... 220640\_ENG  
Oracle Database 10g: New Features in VLDB Support Course ..... 220641\_ENG  
Oracle Database 10g: Miscellaneous New Features Course ..... 220642\_ENG

#### ■ Oracle Database 10g: Developing PL/SQL Program Units

PL/SQL Packages Course..... 216687\_ENG  
Oracle-Supplied Packages and DBMS\_SCHEDULER Course..... 216700\_ENG  
Managing Dependencies Course..... 216717\_ENG  
Manipulating Large Objects in PL/SQL Course..... 216725\_ENG  
PL/SQL Triggers Course..... 216739\_ENG

#### ■ Oracle Database 10g: Administration Workshop I Release 2

Oracle Database 10g: Installing Oracle Database 10g Release 2 Course ..... 249293\_ENG  
Oracle Database 10g: Creating Databases Release 2 Course ..... 249294\_ENG  
Oracle Database 10g: Database Interfaces Release 2 Course ..... 249295\_ENG  
Oracle Database 10g: Database Control and Storage Structures Release 2 Course ..... 249296\_ENG  
Oracle Database 10g: Users and Security Release 2 Course ..... 249297\_ENG

## IT SKILLS COURSEWARE

Oracle Database 10g: Managing Schema Objects and Data Release 2 Course.....	249298_ENG
Oracle Database 10g: The SQL*Loader and PL/SQL Release 2 Course.....	249299_ENG
Oracle Database 10g: Oracle Net Services and Shared Servers Release 2 Course.....	249300_ENG
Oracle Database 10g: Monitoring and Maintenance Release 2 Course.....	249301_ENG
Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2 Course.....	249302_ENG
Oracle Database 10g: Managing Backup and Recovery Release 2 Course.....	249303_ENG

### ENTERPRISE DATABASE SYSTEMS

#### MICROSOFT SQL SERVER 2014

#### ■ Microsoft SQL Server 2014: Designing Database Solutions

Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure Course.....	md_ddsa_a01_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Private Clouds Course.....	md_ddsa_a02_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database Course.....	md_ddsa_a03_it_enus
Microsoft SQL Server 2014 - Designing Solutions: High Availability Course.....	md_ddsa_a04_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn Course.....	md_ddsa_a05_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery Course.....	md_ddsa_a06_it_enus

### ENTERPRISE DATABASE SYSTEMS

#### SYSTEMS AND DATABASE DESIGN

#### ■ Database Fundamentals

Database Systems and Relational Databases Course.....	df_dbfn_a01_it_enus
Management of Relational Database Data Course.....	df_dbfn_a02_it_enus

#### ■ Database Design Fundamentals

Introduction to Designing a Relational Database Course .....	df_dbds_a01_it_enus
The Logical and Physical Database Design Methodologies Course .....	df_dbds_a02_it_enus

### ENTERPRISE DATABASE SYSTEMS

#### MICROSOFT SQL SERVER 2012

#### ■ Microsoft SQL Server 2012: Querying

Microsoft SQL Server 2012: Creating Database Objects Course .....	md_mssql_a01_it_enus
Microsoft SQL Server 2012: Querying Basics and Modifying Data Course .....	md_mssql_a02_it_enus
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions Course .....	md_mssql_a03_it_enus
Microsoft SQL Server 2012: Creating Functions and Triggers Course .....	md_mssql_a04_it_enus
Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries Course .....	md_mssql_a05_it_enus
Microsoft SQL Server 2012: Managing XML Data Course .....	md_mssql_a06_it_enus

#### ■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade Course .....	md_msdb_a01_it_enus
Microsoft SQL Server 2012: Instance Configuration and Database Creation Course .....	md_msdb_a02_it_enus
Microsoft SQL Server 2012: Managing Databases and Automating Tasks Course .....	md_msdb_a03_it_enus
Microsoft SQL Server 2012: Security Management Course .....	md_msdb_a04_it_enus
Microsoft SQL Server 2012: Managing Database Data Course .....	md_msdb_a05_it_enus
Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions Course .....	md_msdb_a06_it_enus
Microsoft SQL Server 2012: Backing Up and Restoring Databases Course .....	md_msdb_a07_it_enus
Microsoft SQL Server 2012: Database Monitoring and Performance Tuning Course .....	md_msdb_a08_it_enus

## IT SKILLS COURSEWARE

Microsoft SQL Server 2012: Configuring High Availability  
Course ..... md\_msdb\_a09\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Installing SSIS  
Course ..... md\_dwsq\_a06\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Troubleshooting  
Course ..... md\_dwsq\_a07\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: DQS and MDS  
Solutions  
Course ..... md\_dwsq\_a08\_it\_enus

## ENTERPRISE DATABASE SYSTEMS

### MICROSOFT SQL SERVER 2008

#### ■ Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services  
Course ..... md\_mqbm\_a01\_it\_enus

Configuring SQL Server 2008 Integration Services  
Packages  
Course ..... md\_mqbm\_a02\_it\_enus

Deploying SQL Server 2008 Integration Services  
Packages  
Course ..... md\_mqbm\_a03\_it\_enus

Managing SSIS Packages in SQL Server 2008  
Course ..... md\_mqbm\_a10\_it\_enus

Implementing SQL Server 2008 Reporting Services  
Solutions  
Course ..... md\_mqbm\_a04\_it\_enus

Deploying and Delivering SQL Server 2008 Reporting  
Services Reports  
Course ..... md\_mqbm\_a05\_it\_enus

Maintaining SQL Server 2008 Reporting Services  
Course ..... md\_mqbm\_a06\_it\_enus

Implementing SQL Server 2008 Analysis Services  
Solutions  
Course ..... md\_mqbm\_a07\_it\_enus

Querying Cubes and Working with Data Mining in SSAS  
Course ..... md\_mqbm\_a08\_it\_enus

Managing SQL Server 2008 Analysis Services Solutions  
Course ..... md\_mqbm\_a09\_it\_enus

#### ■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation  
Course ..... md\_mcir\_a01\_it\_enus

SQL Server 2008 R2: Instance and Database  
Configuration  
Course ..... md\_mcir\_a02\_it\_enus

SQL Server 2008 R2: Security Management  
Course ..... md\_mcir\_a03\_it\_enus

#### ■ Microsoft SQL Server: Developing Databases

Microsoft SQL Server 2012 – Developing Databases:  
Implementing Tables and Views  
Course ..... md\_dsqd\_a01\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Implementing Indexes  
Course ..... md\_dsqd\_a02\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Stored Procedures  
Course ..... md\_dsqd\_a03\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
CLR Integration  
Course ..... md\_dsqd\_a04\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Working with Data  
Course ..... md\_dsqd\_a05\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Working with XML Data  
Course ..... md\_dsqd\_a06\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Tuning and Optimizing Queries  
Course ..... md\_dsqd\_a07\_it\_enus

Microsoft SQL Server 2012 – Developing Databases:  
Managing and Troubleshooting  
Course ..... md\_dsqd\_a08\_it\_enus

Microsoft SQL Server 2014: Exam 70-464 Topics for  
Database Developers  
Course ..... md\_dsqd\_a09\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Design and  
Deployment  
Course ..... md\_dwsq\_a01\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Create Basic  
Packages  
Course ..... md\_dwsq\_a02\_it\_enus

#### ■ Microsoft SQL Server 2012: Implementing a Data Warehouse

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Design and  
Deployment  
Course ..... md\_dwsq\_a01\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Create Basic  
Packages  
Course ..... md\_dwsq\_a02\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: ETL Solutions  
Course ..... md\_dwsq\_a03\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Enhancing Packages  
Course ..... md\_dwsq\_a04\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data  
Warehouse: Custom Components  
Course ..... md\_dwsq\_a05\_it\_enus

## IT SKILLS COURSEWARE

SQL Server 2008 R2: Database Management Course.....	md_mcir_a04_it_enus
SQL Server 2008 R2: Data Management Course.....	md_mcir_a05_it_enus
SQL Server 2008 R2: Database Monitoring and Performance Course.....	md_mcir_a06_it_enus
SQL Server 2008 R2: Backups, Restores, and Database Snapshots Course.....	md_mcir_a07_it_enus
SQL Server 2008 R2: High Availability Course.....	md_mcir_a08_it_enus

### ■ Microsoft SQL Server 2008 R2: Database Development

SQL Server 2008 R2: Creating and Implementing Database Objects Course.....	md_msdr_a01_it_enus
SQL Server 2008 R2: Creating and Altering Partitions Course.....	md_msdr_a02_it_enus
SQL Server 2008 R2: Running Queries and Manipulating Data Course.....	md_msdr_a03_it_enus
SQL Server 2008 R2: Performing Advanced Query Techniques Course.....	md_msdr_a04_it_enus
SQL Server 2008 R2: Implementing Programming Objects Course.....	md_msdr_a05_it_enus
SQL Server 2008 R2: Querying and Managing XML Data Course.....	md_msdr_a06_it_enus
SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes Course.....	md_msdr_a07_it_enus
SQL Server 2008 R2: Gathering Performance Data Course.....	md_msdr_a08_it_enus

## ENTERPRISE DATABASE SYSTEMS

### MySQL

#### ■ MySQL Essentials

MySQL: Database Concepts, Design, and Installation Course.....	df_mysql_a01_it_enus
MySQL: Querying Data Using the SELECT Statement Course.....	df_mysql_a02_it_enus
MySQL: Using the Data Manipulation and Definition Statements Course.....	df_mysql_a03_it_enus

## ENTERPRISE DATABASE SYSTEMS

### BUSINESS INTELLIGENCE

#### ■ Microsoft SQL Server Data Warehousing and Business Intelligence Introduction

Microsoft SQL Server Data Warehousing and Business Intelligence Overview Course .....	md_dwb_i_a01_it_enus
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## ENTERPRISE DATABASE SYSTEMS

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators Mentoring Assets .....	mnt1z0040
Mentoring 1Z0-042 Oracle Database 10g: Administration I Mentoring Assets .....	mnt1z0042
Mentoring 1Z0-047 Oracle Database SQL Expert Mentoring Assets .....	mnt1z0047
Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators Mentoring Assets .....	mnt1z0050
Mentoring 1Z0-052 Oracle Database 11g: Administration I Mentoring Assets .....	mnt1z0052
Mentoring 1Z0-053 Oracle Database 11g: Administration II Mentoring Assets .....	mnt1z0053
Mentoring 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance Mentoring Assets .....	mnt70432
Mentoring 70-433 TS: Microsoft SQL Server 2008, Database Development Mentoring Assets .....	mnt70433
Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases Mentoring Assets .....	mnt70462
Mentoring 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012 Mentoring Assets .....	mnt70463
Mentoring 70-464 Developing Microsoft SQL Server 2012 Databases Mentoring Assets .....	mnt70464
Mentoring 70-413 Designing and Implementing a Server Infrastructure Mentoring Assets .....	mnt70413
Mentoring 1Z0-060 Upgrade to Oracle Database 12c Mentoring Assets .....	mnt1z0060
Mentoring 1Z0-062 Oracle Database 12c: Installation and Administration Mentoring Assets .....	mnt1z0062
Mentoring 70-414 Implementing an Advanced Server Infrastructure Mentoring Assets .....	mnt70414

# IT SKILLS COURSEWARE

## ENTERPRISE DATABASE SYSTEMS

### TEST PREPS

#### Test Preps

- TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators  
Testprep Exams ..... TP1Z0050\_ENG
- TestPrep 1Z0-047 Oracle Database SQL Expert  
Testprep Exams ..... TP1Z0047\_ENG
- TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2  
Testprep Exams ..... TP1Z0042R2\_ENG
- TestPrep 1Z0-040 Oracle Database 10g: New Features for Administrators  
Testprep Exams ..... TP1Z0040\_ENG
- TestPrep 1Z0-052 Oracle Database 11g: Administration I  
Testprep Exams ..... od\_oaws\_a01\_tp\_enus
- TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance  
Testprep Exams ..... md\_mcim\_a01\_tp\_enus
- TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development  
Testprep Exams ..... md\_msdd\_a01\_tp\_enus
- TestPrep 1Z0-053 Oracle Database 11g: Administration II  
Testprep Exams ..... od\_oawt\_a01\_tp\_enus
- TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases  
Testprep Exams ..... md\_msdb\_a01\_tp\_enus
- TestPrep 70-461 Querying Microsoft SQL Server 2012  
Testprep Exams ..... md\_mssql\_a01\_tp\_enus
- TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012  
Testprep Exams ..... md\_dwsq\_a01\_tp\_enus
- TestPrep 70-464 Developing Microsoft SQL Server Databases  
Testprep Exams ..... md\_dsqd\_a01\_tp\_enus
- TestPrep 1Z0-060 Upgrade to Oracle Database 12c  
Testprep Exams ..... od\_nfad\_a01\_tp\_enus
- TestPrep 70-413 Designing and Implementing a Server Infrastructure  
Testprep Exams ..... ws\_imin\_a01\_tp\_enus
- TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration  
Testprep Exams ..... od\_inup\_a01\_tp\_enus

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### ORACLE 11i

#### Oracle 11i E-Business Suite: Essentials for Implementers

- Oracle 11i E-Business Suite: Introduction Course ..... 232548\_ENG
- Oracle 11i E-Business Suite: Multi-Org Course ..... 232549\_ENG
- Oracle 11i E-Business Suite: Flexfields Course ..... 232550\_ENG
- Oracle 11i E-Business Suite: System Administration Course ..... 232551\_ENG
- Oracle 11i E-Business Suite: Workflow, Alerts, and Daily Business Intelligence Course ..... 232552\_ENG

#### Oracle 11i E-Business Suite: System Administrator Fundamentals

- Oracle 11i: Function Security and Data Security Course ..... 234037\_ENG
- Oracle 11i: Roles, Delegated Administration, Registration, and Auditing Course ..... 234038\_ENG
- Oracle 11i: Concurrent Elements Course ..... 234039\_ENG
- Oracle 11i: Profile Options, DBA Duties, and Printer Management Course ..... 234040\_ENG
- Oracle 11i: Personalization of Forms and OA Framework Pages Course ..... 234041\_ENG
- Oracle 11i: Oracle Workflow Course ..... 234043\_ENG
- Oracle 11i: System Monitoring and Troubleshooting in OAM Course ..... 234044\_ENG

#### Oracle 11i: Project Foundation Fundamentals

- Oracle 11i: Project Management and Projects Integration Course ..... 238819\_ENG
- Oracle 11i: Organization, Period, and Calendar Definitions in Oracle Projects Course ..... 238828\_ENG
- Oracle 11i: Resource and Role Management Course ..... 238838\_ENG
- Oracle 11i: Oracle Projects Security Model and Page Layouts Course ..... 238847\_ENG
- Oracle 11i: Oracle Projects and Task Definition I Course ..... 238856\_ENG
- Oracle 11i: Oracle Projects and Task Definition II Course ..... 238857\_ENG

# IT SKILLS COURSEWARE

Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization Course.....	238858_ENG
Oracle 11i: Organization Forecasting and Integration Course.....	238869_ENG

## ■ Oracle 11i: Navigate Oracle Applications

Oracle 11i: Using the Navigator, Forms, and Online Help Course.....	242461_ENG
Oracle 11i: Concurrent Processing, Requests, Profiles, and Forms Course.....	242480_ENG

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### SAP

## ■ Overview of SAP for Project Teams

Overview of SAP Solutions Course.....	sa_ospt_a01_it_enus
Financial Accounting with SAP Course.....	sa_ospt_a02_it_enus
SAP Logistics Modules Course.....	sa_ospt_a03_it_enus
SAP ERP Architecture Course.....	sa_ospt_a04_it_enus
SAP Administration Course.....	sa_ospt_a05_it_enus
SAP Project Planning and Implementation Course.....	sa_ospt_a06_it_enus
SAP NetWeaver Platform Course.....	sa_ospt_a07_it_enus

## ■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP) Course.....	sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM) Course.....	sa_bseu_a02_dt_enus
SAP Product Lifecycle Management Course.....	sa_bseu_a03_dt_enus
SAP Supply Chain Management Course.....	sa_bseu_a04_dt_enus
SAP Supplier Relationship Management Course.....	sa_bseu_a05_dt_enus

## ■ SAP Business One for End Users

SAP Business One - Introduction for End Users Course.....	sa_boeu_a01_dt_enus
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## ■ SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview Course .....	sa_bobi_a01_dt_enus
SAP BusinessObjects: Crystal Reports Course .....	sa_bobi_a02_dt_enus
SAP BusinessObjects: Web Intelligence Course .....	sa_bobi_a03_dt_enus
SAP BusinessObjects: Dashboards and Analytics Course .....	sa_bobi_a04_dt_enus
SAP BusinessObjects: InfoView Course .....	sa_bobi_a05_dt_enus
SAP BusinessObjects: Business Intelligence Course .....	sa_bobi_a06_dt_enus

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### SAP R/3 RELEASE 4.6

## ■ Moving to SAP R/3 Release 4.6

Navigating SAP R/3 Release 4.6 Course .....	7198_ENG
Using SAP R/3 Release 4.6 Course .....	7202_ENG

## ■ Overview of SAP R/3 Release 4.6

SAP R/3 Release 4.6 Fundamentals Course .....	15110_ENG
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## ■ SAP ABAP Programming Fundamentals

ABAP Fundamentals Course .....	235539_ENG
ABAP Programming I Course .....	235540_ENG
ABAP Programming II Course .....	235541_ENG

## WEB DESIGN

### IT PROFESSIONAL

## ■ Working with HTML5 and CSS3

Introduction to HTML5 and CSS3 Course .....	wd_htmf_a01_it_enus
Working with Forms, the Canvas, and Media in HTML5 Course .....	wd_htmf_a02_it_enus
Advanced HTML5 Course .....	wd_htmf_a03_it_enus

# IT SKILLS COURSEWARE

## WEB DESIGN

### WEB DEVELOPMENT

## HTML5

### Introduction to HTML5

Course.....	wd_htme_a01_it_enus
HTML5 Layout	
Course.....	wd_htme_a02_it_enus
HTML5 Forms	
Course.....	wd_htme_a03_it_enus
HTML5 APIs and Media	
Course.....	wd_htme_a04_it_enus
HTML5 and CSS3	
Course.....	wd_htme_a05_it_enus
HTML5 Layout with CSS3	
Course.....	wd_htme_a06_it_enus
HTML5 and Advanced CSS3	
Course.....	wd_htme_a07_it_enus
HTML5 and JavaScript	
Course.....	wd_htme_a08_it_enus
HTML5 Graphics and Canvas	
Course.....	wd_htme_a09_it_enus
Advanced HTML5	
Course.....	wd_htme_a10_it_enus
Advanced Features of JavaScript, CSS3 and HTML5	
Course.....	wd_htme_a11_it_enus

## XML Essentials

### XML Language Basics

Course.....	wd_xmle_a01_it_enus
Manipulating XML with the XML DOM and Ajax	
Course.....	wd_xmle_a02_it_enus
XML Transformation Using XSLT and XSL-FO	
Course.....	wd_xmle_a03_it_enus
Querying XML Data with XPath and XQuery	
Course.....	wd_xmle_a04_it_enus
Web Services and XML	
Course.....	wd_xmle_a05_it_enus

## WEB DESIGN

### WEB SITE DESIGN - PRINCIPLES

## Designing and Hosting a Web Site

Web Development Fundamentals	
Course.....	wd_dshw_a01_it_enus
Internet Site Development	
Course.....	wd_dshw_a02_it_enus

## Web 2.0 Fundamentals

Course .....	wd_dshw_a03_it_enus
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## WEB DESIGN

### ADOBE

## Adobe Flash CS5

### Introduction to Adobe Flash Professional CS5

Course .....	at_fcsp_a01_it_enus
Drawing and Working with Images in Flash CS5	
Course .....	at_fcsp_a02_it_enus
Using Flash CS5 Libraries, Text, and Components	
Course .....	at_fcsp_a03_it_enus
Animation in Flash CS5	
Course .....	at_fcsp_a04_it_enus
ActionScript and Multimedia in Flash CS5	
Course .....	at_fcsp_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5	
Course .....	at_fcsp_a06_it_enus

## Adobe Photoshop CS5

### Photoshop CS5: Getting Started

Course .....	at_pcsp_a01_it_enus
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### Photoshop CS5: Beyond the Basics

Course .....	at_pcsp_a02_it_enus
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## Adobe Dreamweaver CS5

### Setting up a Site and Adding Content in Dreamweaver CS5

Course .....	at_dcsp_a01_it_enus
Adding Links and Images in Dreamweaver CS5	
Course .....	at_dcsp_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS5	
Course .....	at_dcsp_a03_it_enus
Reusing Content in Dreamweaver CS5	
Course .....	at_dcsp_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS5	
Course .....	at_dcsp_a05_it_enus
Cascading Style Sheets in Dreamweaver CS5	
Course .....	at_dcsp_a06_it_enus

## Adobe InDesign CS4

### Adobe InDesign CS4: Fundamentals

Course .....	at_idcs_a01_it_enus
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# IT SKILLS COURSEWARE

## ■ Adobe Dreamweaver CS4

- Setting up a Site and Adding Content in Dreamweaver CS4  
Course.....at\_dcsf\_a01\_it\_enus
- Adding Links and Images in Dreamweaver CS4  
Course.....at\_dcsf\_a02\_it\_enus
- Tables, Accessibility, and Standards in Dreamweaver CS4  
Course.....at\_dcsf\_a03\_it\_enus
- Reusing Content in Dreamweaver CS4  
Course.....at\_dcsf\_a04\_it\_enus
- Creating Interactive Web Pages in Dreamweaver CS4  
Course.....at\_dcsf\_a05\_it\_enus
- Cascading Style Sheets in Dreamweaver CS4  
Course.....at\_dcsf\_a06\_it\_enus
- Dreamweaver CS4 Site Maintenance and Advanced Concepts  
Course.....at\_dcsf\_a07\_it\_enus

## ■ Adobe Flash CS4

- Introduction to Adobe Flash CS4 Professional  
Course.....at\_fcsf\_a01\_it\_enus
- Drawing and Working with Images in Flash CS4  
Course.....at\_fcsf\_a02\_it\_enus
- Using Flash CS4 Libraries, Text, and Components  
Course.....at\_fcsf\_a03\_it\_enus
- Animation in Flash CS4  
Course.....at\_fcsf\_a04\_it\_enus
- ActionScript and Multimedia in Flash CS4  
Course.....at\_fcsf\_a05\_it\_enus
- Workflow and Adobe Integration in Flash CS4  
Course.....at\_fcsf\_a06\_it\_enus
- Creating Navigation and Publishing Movies in Flash CS4  
Course.....at\_fcsf\_a07\_it\_enus

## ■ Adobe AIR for Flash Developers

- Adobe Air for Flash CS4 Developers  
Course.....at\_aafd\_a01\_it\_enus

## ■ Adobe Reader X

- Adobe Reader X  
Course.....at\_adre\_a01\_dt\_enus

## ■ Adobe AIR 3

- Adobe Air 3 for Flash CS5.5 Developers  
Course.....at\_airr\_a01\_it\_enus

## ■ Adobe InDesign CS5

- Adobe InDesign CS5: Fundamentals  
Course .....at\_idct\_a01\_it\_enus

## ■ Adobe Acrobat Pro XI

- Adobe Acrobat Pro XI Fundamentals  
Course .....at\_adat\_a01\_dt\_enus

## ■ Adobe Captivate 7

- Adobe Captivate 7 Fundamentals  
Course .....at\_capt\_a01\_dt\_enus
- Adobe Captivate 7 Editing Project Files  
Course .....at\_capt\_a02\_dt\_enus

## ■ Adobe Dreamweaver CC

- Adobe Dreamweaver CC - Essentials  
Course .....at\_dcsc\_a01\_dt\_enus

## ■ Adobe Flash Professional CC

- Adobe Flash Professional CC - Introduction and Basic Tools  
Course .....at\_fscc\_a01\_dt\_enus
- Adobe Flash Professional CC - Working with ActionScript  
Course .....at\_fscc\_a02\_dt\_enus
- Adobe Flash Professional CC - Additional Tools and Features  
Course .....at\_fscc\_a03\_dt\_enus

## ■ Adobe Illustrator CC

- Adobe Illustrator CC Fundamentals  
Course .....at\_icsc\_a01\_dt\_enus
- Adobe Illustrator CC Tools and Techniques  
Course .....at\_icsc\_a02\_dt\_enus
- Adobe Illustrator CC Modifying with Effects  
Course .....at\_icsc\_a03\_dt\_enus
- Adobe Illustrator CC Advanced Tools and Effects  
Course .....at\_icsc\_a04\_dt\_enus

## ■ Adobe InDesign CC

- Adobe InDesign CC Essentials  
Course .....at\_idcc\_a01\_dt\_enus
- Adobe InDesign CC Essential Tools  
Course .....at\_idcc\_a02\_dt\_enus
- Adobe InDesign CC Advanced Features  
Course .....at\_idcc\_a03\_dt\_enus

# IT SKILLS COURSEWARE

## ■ Adobe CC Overview New Features

Adobe CC Overview of New Features  
Course.....at\_nfcc\_a01\_dt\_enus

## ■ Adobe Photoshop CC

Adobe Photoshop CC Fundamentals  
Course.....at\_pcsc\_a01\_dt\_enus  
Adobe Photoshop CC Essential Elements  
Course.....at\_pcsc\_a02\_dt\_enus  
Adobe Photoshop CC Color and Transforming  
Course.....at\_pcsc\_a03\_dt\_enus  
Adobe Photoshop CC Tools and Features  
Course.....at\_pcsc\_a04\_dt\_enus  
Adobe Photoshop CC Advanced Tools and Features  
Course.....at\_pcsc\_a05\_dt\_enus

## ■ Adobe Premiere Elements 12

Adobe Premiere Elements 12 Essentials  
Course.....at\_pret\_a01\_dt\_enus

## ■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals  
Course.....at\_cfus\_a01\_it\_enus

## WEB DESIGN

## SCRIPTING AND WEB LANGUAGES

## ■ JavaScript Fundamentals

JavaScript Language Basics  
Course.....sl\_jasc\_a01\_it\_enus  
JavaScript: Objects and Object-oriented Programming  
Course.....sl\_jasc\_a02\_it\_enus  
JavaScript: Functions and Regular Expressions  
Course.....sl\_jasc\_a03\_it\_enus  
JavaScript: Browser Scripting Fundamentals  
Course.....sl\_jasc\_a04\_it\_enus  
JavaScript: Advanced Browser Scripting and DHTML  
Course.....sl\_jasc\_a05\_it\_enus

## ■ DHTML Basics

DHTML and Cascading Style Sheets  
Course.....110402\_ENG  
Making Content Dynamic with DHTML  
Course.....109372\_ENG

## ■ Advanced XML

Structuring XML with Schemas  
Course ..... 213606\_ENG  
Advanced Schemas  
Course ..... 215282\_ENG  
Transforming and Formatting XML  
Course ..... 213612\_ENG  
Querying, Navigating, and Linking XML Data  
Course ..... 213638\_ENG  
XML APIs  
Course ..... 213609\_ENG  
Extending XML  
Course ..... 213614\_ENG

## ■ JavaScript - JsRender

JsRender Fundamentals  
Course ..... sl\_jsrd\_a01\_it\_enus  
Advanced JsRender Features  
Course ..... sl\_jsrd\_a02\_it\_enus

## ■ JavaScript Single Page Apps

JavaScript SPA: Getting Started with SPA in Visual Studio 2013  
Course ..... sl\_jssp\_a01\_it\_enus  
JavaScript SPA: SPA Views and Routes  
Course ..... sl\_jssp\_a02\_it\_enus  
JavaScript SPA: Durandal Modules and Lifecycle events.  
Course ..... sl\_jssp\_a03\_it\_enus  
JavaScript SPA: Adding Views and Handling View Navigation in Durandal  
Course ..... sl\_jssp\_a04\_it\_enus  
JavaScript SPA: Working with Rich Application Data  
Course ..... sl\_jssp\_a06\_it\_enus  
JavaScript SPA: Managing Application Data  
Course ..... sl\_jssp\_a07\_it\_enus  
JavaScript SPA: Working With Validation  
Course ..... sl\_jssp\_a08\_it\_enus

## ■ Building Apps with jQuery Mobile

jQuery Mobile – App Basics, UI Controls and Navigation  
Course ..... sl\_jqry\_a01\_it\_enus  
jQuery Mobile – Forms, Lists, Sets and Tables  
Course ..... sl\_jqry\_a02\_it\_enus  
Optimizing jQuery Mobile Apps  
Course ..... sl\_jqry\_a03\_it\_enus  
Integrating jQuery Mobile with PhoneGap  
Course ..... sl\_jqry\_a04\_it\_enus

# IT SKILLS COURSEWARE

## ■ Developing with Kendo UI

Kendo UI: Installation and Overview	
Course.....	sl_kndo_a01_it_enus
Kendo UI: HTML Helpers for ASP.NET MVC	
Course.....	sl_kndo_a02_it_enus
Kendo UI: Mobile API	
Course.....	sl_kndo_a03_it_enus

## ■ JavaScript - Ember.js

JavaScript - Ember.js Fundamentals	
Course.....	sl_jsem_a01_it_enus

## ■ JavaScript - Knockout

Knockout Fundamentals	
Course.....	sl_jsko_a01_it_enus
Configuring Forms with Knockout	
Course.....	sl_jsko_a02_it_enus
Advanced Knockout Techniques	
Course.....	sl_jsko_a04_it_enus

## ■ JavaScript Essentials

JavaScript Essentials: Getting Started	
Course.....	sl_jsce_a01_it_enus
JavaScript Essentials: Language Features	
Course.....	sl_jsce_a02_it_enus
JavaScript Essentials: JavaScript In Depth	
Course.....	sl_jsce_a03_it_enus
JavaScript Essentials: Basic Browser Interaction	
Course.....	sl_jsce_a04_it_enus
JavaScript Essentials: Date and Math Functions	
Course.....	sl_jsce_a05_it_enus
JavaScript Essentials: Working with Strings	
Course.....	sl_jsce_a06_it_enus
JavaScript Essentials: Working with Page Elements	
Course.....	sl_jsce_a07_it_enus
JavaScript Essentials: Dynamic Content and HTML5	
Course.....	sl_jsce_a08_it_enus
JavaScript Essentials: Dynamic JavaScript Code	
Course.....	sl_jsce_a09_it_enus
JavaScript Essentials: Input and the Mouse	
Course.....	sl_jsce_a10_it_enus

## ■ Angular JS

Getting Started with Angular JS	
Course.....	sl_anjs_a01_it_enus
Working with Directives in AngularJS	
Course.....	sl_anjs_a02_it_enus
Services in AngularJS	
Course.....	sl_anjs_a03_it_enus

Testing in AngularJS	
Course .....	sl_anjs_a04_it_enus
AngularJS Controllers and Directives	
Course .....	sl_anjs_a05_it_enus

## ■ JavaScript Sencha

JavaScript Sencha: Ext JS	
Course .....	sl_snch_a01_it_enus
JavaScript Sencha: Sencha Touch	
Course .....	sl_snch_a02_it_enus

## ■ TypeScript Essentials

TypeScript Essentials: Getting Started	
Course .....	sl_tpse_a01_it_enus
TypeScript Essentials: Advanced TypeScript	
Course .....	sl_tpse_a02_it_enus

## ■ Underscore.js

Underscore.js: Collection Functions and Function Functions	
Course .....	sl_unjs_a01_it_enus
Underscore.js: Array, Object, and Utility Functions	
Course .....	sl_unjs_a02_it_enus

# BUSINESS SKILLS FOR THE IT PROFESSIONAL

## IT BUSINESS

### ■ Information Security for End Users

Introduction to Information Security	
Course .....	db_iseu_a01_dt_enus
Using your Desktop Computer and Mobile Devices Safely	
Course .....	db_iseu_a02_dt_enus
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment	
Course .....	db_iseu_a03_dt_enus

### ■ IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	
Course .....	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	
Course .....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes	
Course .....	ib_itlv_a03_it_enus

# IT SKILLS COURSEWARE

ITIL® 2011 Edition Foundation: Service Design Fundamentals Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes Course.....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies Course.....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement Course.....	ib_itlv_a09_it_enus

## ■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management Course.....	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management Course.....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions Course.....	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment Course.....	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges Course.....	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management Course.....	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management Course.....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Course.....	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course.....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Course.....	ib_iosb_a12_it_enus

ITIL® 2011 Edition OSA: Function Activities Course .....	ib_iosb_a13_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations Course .....	ib_iosb_a14_it_enus

## ■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture Course .....	ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework Course .....	ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits Course .....	ib_ovvx_a03_it_enus

## ■ Technical Management Essentials

Transitioning from Technical Professional to Management Course .....	mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management Course .....	mgmt_19_a02_bs_enus
Managing Technical Professionals Course .....	mgmt_19_a03_bs_enus

## ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Course .....	cust_06_a01_bs_enus
Support Center Services and Work Environment Course .....	cust_06_a02_bs_enus
Team and Customer Relationships Course .....	cust_06_a03_bs_enus

## ■ Customer Service Representative, Skills

Customer Interactions Course .....	cust_07_a01_bs_enus
Communication Skills Course .....	cust_07_a02_bs_enus
Conflict, Stress, and Time Management Course .....	cust_07_a03_bs_enus

## ■ Customer Service Representative, Process

Customer Service Processes and Procedures Course .....	cust_08_a01_bs_enus
Quality in a Support Center Course .....	cust_08_a02_bs_enus
Support Center Tools, Technologies and Metrics Course .....	cust_08_a03_bs_enus

## IT SKILLS COURSEWARE

Dealing with Irrational Customers and Escalating Complaints  
Course.....cust\_08\_a04\_bs\_enus

Initiating and Planning a Project  
Course .....proj\_01\_a03\_bs\_enus

Managing a Project  
Course .....proj\_01\_a04\_bs\_enus

Troubleshooting and Closing the Project  
Course .....proj\_01\_a05\_bs\_enus

Project Management for Non-Project Managers  
Simulation .....PROJ001A

Managing Projects with No Direct Authority  
Business Impact Series .....\_pc\_bi\_pmbi001

Supporting Project Managers  
Challenge Series .....\_pc\_ch\_lach042

Ensuring Management Buy-in on a Project  
Business Impact Series .....\_pc\_bi\_pmbi002

Managing Conflict in Project Teams  
Business Impact Series .....\_pc\_bi\_pmbi003

Managing Scope on a Project  
Business Impact Series .....\_pc\_bi\_pmbi004

Weighing the Costs of Project Change  
Business Impact Series .....\_pc\_bi\_pmbi005

Managing Vendor Relationships  
Business Impact Series .....\_pc\_bi\_pmbi006

Anticipating and Solving Problems as a Project Champion  
Business Impact Series .....\_pc\_bi\_pmbi007

Addressing Stakeholder Conflicts  
Business Impact Series .....\_pc\_bi\_pmbi008

Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series .....\_pc\_bi\_pmbi009

Controlling Project Cost  
Business Impact Series .....\_pc\_bi\_pmbi010

Project Management Essentials  
Challenge Series .....\_pc\_ch\_lach041

### ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a01\_bs\_enus

Project Management Overview (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a02\_bs\_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a03\_bs\_enus

### ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)  
Course .....proj\_20\_a01\_bs\_enus

Writing Skills for Technical Professionals: Preparation and Planning  
Course.....ib\_wstp\_a01\_it\_enus

Writing for Technical Professionals: Effective Writing Techniques  
Course.....ib\_wstp\_a02\_it\_enus

Project Management for Non-Project Managers  
Simulation .....PROJ001A

Managing Projects with No Direct Authority  
Business Impact Series .....\_pc\_bi\_pmbi001

Supporting Project Managers  
Challenge Series .....\_pc\_ch\_lach042

Ensuring Management Buy-in on a Project  
Business Impact Series .....\_pc\_bi\_pmbi002

Managing Conflict in Project Teams  
Business Impact Series .....\_pc\_bi\_pmbi003

Managing Scope on a Project  
Business Impact Series .....\_pc\_bi\_pmbi004

Weighing the Costs of Project Change  
Business Impact Series .....\_pc\_bi\_pmbi005

Managing Vendor Relationships  
Business Impact Series .....\_pc\_bi\_pmbi006

Anticipating and Solving Problems as a Project Champion  
Business Impact Series .....\_pc\_bi\_pmbi007

Addressing Stakeholder Conflicts  
Business Impact Series .....\_pc\_bi\_pmbi008

Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series .....\_pc\_bi\_pmbi009

Controlling Project Cost  
Business Impact Series .....\_pc\_bi\_pmbi010

Project Management Essentials  
Challenge Series .....\_pc\_ch\_lach041

### ■ Test Preps

TestPrep ITIL Foundation  
Testprep Exams .....ib\_itlv\_a01\_tp\_enus

### ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

TestPrep ITIL Foundation  
Testprep Exams .....ib\_itlv\_a01\_tp\_enus

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a01\_bs\_enus

Project Management Overview (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a02\_bs\_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a03\_bs\_enus

### ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)  
Course .....proj\_20\_a01\_bs\_enus

IT Strategy Essentials: Business and IT Strategy Alignment  
Course.....stgy\_06\_a01\_bs\_enus

IT Strategy Essentials: Creating an IT Strategy Plan  
Course.....stgy\_06\_a02\_bs\_enus

IT Strategy Essentials: Implementing an IT Strategy  
Course.....stgy\_06\_a03\_bs\_enus

Final Exam: IT Strategy Essentials  
Final Exams .....stgy\_06\_a01\_fe\_enus

## ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment  
Course.....stgy\_06\_a01\_bs\_enus

Ensuring Management Buy-in on a Project  
Business Impact Series .....\_pc\_bi\_pmbi002

Managing Conflict in Project Teams  
Business Impact Series .....\_pc\_bi\_pmbi003

Managing Scope on a Project  
Business Impact Series .....\_pc\_bi\_pmbi004

Weighing the Costs of Project Change  
Business Impact Series .....\_pc\_bi\_pmbi005

Managing Vendor Relationships  
Business Impact Series .....\_pc\_bi\_pmbi006

Anticipating and Solving Problems as a Project Champion  
Business Impact Series .....\_pc\_bi\_pmbi007

Addressing Stakeholder Conflicts  
Business Impact Series .....\_pc\_bi\_pmbi008

Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series .....\_pc\_bi\_pmbi009

Controlling Project Cost  
Business Impact Series .....\_pc\_bi\_pmbi010

Project Management Essentials  
Challenge Series .....\_pc\_ch\_lach041

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### TEST PREPS

### ■ Test Preps

TestPrep ITIL Foundation  
Testprep Exams .....ib\_itlv\_a01\_tp\_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### MENTORING

### ■ Mentoring

Mentoring ITIL Foundation  
Mentoring Assets.....mntitv3f

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a01\_bs\_enus

Project Management Overview (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a02\_bs\_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a03\_bs\_enus

Mentoring ITIL Foundation  
Mentoring Assets.....mntitv3f

## PROJECT EFFECTIVENESS

### PROJECT MANAGEMENT CURRICULUM

### ■ Project Management for Non-Project Managers

Project Management Fundamentals  
Course.....proj\_01\_a01\_bs\_enus

Project Management Overview (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a02\_bs\_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a03\_bs\_enus

Transitioning into a Project Management Role  
Course.....proj\_01\_a02\_bs\_enus

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a01\_bs\_enus

Project Management Overview (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a02\_bs\_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course .....proj\_19\_a03\_bs\_enus

### ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)  
Course .....proj\_20\_a01\_bs\_enus

# IT SKILLS COURSEWARE

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	
Course.....	proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	
Course.....	proj_20_a03_bs_enus

## ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	
Course.....	proj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	
Course.....	proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	
Course.....	proj_21_a03_bs_enus

## ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	
Course.....	proj_22_a01_bs_enus
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	
Course.....	proj_22_a02_bs_enus
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	
Course.....	proj_22_a03_bs_enus

## ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Costs (PMBOK® Guide Fifth Edition)	
Course.....	proj_23_a01_bs_enus
Controlling Project Costs (PMBOK® Guide Fifth Edition)	
Course.....	proj_23_a02_bs_enus

## ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

Plan Quality Management (PMBOK® Guide Fifth Edition)	
Course.....	proj_24_a01_bs_enus
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	
Course.....	proj_24_a02_bs_enus

## ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Human Resources (PMBOK® Guide Fifth Edition)	
Course .....	proj_25_a01_bs_enus
Managing Project Human Resources (PMBOK® Guide Fifth Edition)	
Course .....	proj_25_a02_bs_enus

## ■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	
Course .....	proj_26_a01_bs_enus
Control Project Communications (PMBOK® Guide Fifth Edition)	
Course .....	proj_26_a02_bs_enus

## ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

Risk Management Planning (PMBOK® Guide Fifth Edition)	
Course .....	proj_27_a01_bs_enus
Identifying Project Risks (PMBOK® Guide Fifth Edition)	
Course .....	proj_27_a02_bs_enus
Performing Risk Analysis (PMBOK® Guide Fifth Edition)	
Course .....	proj_27_a03_bs_enus
Risk Response and Control (PMBOK® Guide Fifth Edition)	
Course .....	proj_27_a04_bs_enus

## ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	
Course .....	proj_28_a01_bs_enus
Managing Procurements (PMBOK® Guide Fifth Edition)	
Course .....	proj_28_a02_bs_enus

## ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

Project Stakeholder Management (PMBOK® Guide Fifth Edition)	
Course .....	proj_29_a01_bs_enus
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	
Course .....	proj_29_a02_bs_enus

## IT SKILLS COURSEWARE

### ■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management Course.....	proj_16_a01_bs_enus
Program Life Cycle and Benefits Management Course.....	proj_16_a02_bs_enus

### ■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management Course.....	proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards Course.....	proj_15_a02_bs_enus

### ■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management Course.....	proj_17_a01_bs_enus
IT Project Management Essentials: Initiating and Planning IT Projects Course.....	proj_17_a02_bs_enus
IT Project Management Essentials: Executing IT Projects Course.....	proj_17_a03_bs_enus
IT Project Management Essentials: Monitoring and Controlling IT Projects Course.....	proj_17_a04_bs_enus
IT Project Management Essentials: Managing Risks in an IT Project Course.....	proj_17_a05_bs_enus
IT Project Management Essentials: Testing Deliverables and Closing IT Projects Course.....	proj_17_a06_bs_enus

### ■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project Course.....	proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract Course.....	proj_18_a02_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team Course.....	proj_18_a03_bs_enus
Managing Software Project Outsourcing: Dealing with Risks Course.....	proj_18_a04_bs_enus

### ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials Course .....	ib_pmag_a01_it_enus
Adopting an Agile Approach to Project Management Course .....	ib_pmag_a02_it_enus
An Overview of Agile Methodologies Course .....	ib_pmag_a03_it_enus
Overview of the Scrum Development Process Course .....	ib_pmag_a04_it_enus
Agile Planning: Project Initiating and Requirements Gathering Course .....	ib_pmag_a05_it_enus
Agile Planning: Doing Estimates and Completing the Release Plan Course .....	ib_pmag_a06_it_enus
Planning and Monitoring Iterations on an Agile Project Course .....	ib_pmag_a07_it_enus
Leading an Agile Team Course .....	ib_pmag_a08_it_enus
Managing Stakeholder Engagement on an Agile Project Course .....	ib_pmag_a09_it_enus
Ensuring Delivery of Value and Quality in Agile Projects Course .....	ib_pmag_a10_it_enus
Core PMI® Values and Ethical Standards Course .....	proj_15_a02_bs_enus

### ■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2: 2009-aligned) Course .....	ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2: 2009-aligned) Course .....	ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2: 2009-aligned) Course .....	ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned) Course .....	ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned) Course .....	ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned) Course .....	ib_prin_a06_it_enus

### ■ Mentoring Assets

Mentoring PRINCE2: Foundation Mentoring Assets .....	mntprince2
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# IT SKILLS COURSEWARE

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	
Mentoring Assets.....	mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	
Mentoring Assets.....	mntcapm5ed

Leading Teams: Fostering Effective Communication and Collaboration Course .....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance Course .....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict Course .....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams Course .....	team_03_a08_bs_enus
Building Trust Incrementally Business Impact Series .....	_pc_bi_lsb004
Inspiring Your Team Business Impact Series .....	_pc_bi_lsb010
Support Your Leader Business Impact Series .....	_pc_bi_pfbi010
Choosing the Right Team Culture Challenge Series.....	_pc_ch_pfch006
Managing Communications in a Virtual Team Business Impact Series .....	_pc_bi_mgbi001
Building and Leading Teams Challenge Series.....	_pc_ch_lach023
Meeting Team Performance Challenges Challenge Series.....	_pc_ch_pach010

## Test Preps

TestPrep PRINCE2: Foundation	
Testprep Exams .....	ib_prin_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	
Testprep Exams .....	pm_proj_a04_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	
Testprep Exams .....	pm_capm_a02_tp_enus

## PROJECT EFFECTIVENESS

### TEAM BUILDING CURRICULUM

## BUSINESS ANALYSIS

### Optimizing Your Performance On a Team

Being an Effective Team Member Course.....	team_02_a01_bs_enus
Establishing Team Goals and Responsibilities Course.....	team_02_a02_bs_enus
Elements of a Cohesive Team Course.....	team_02_a03_bs_enus
Effective Team Communication Course.....	team_02_a04_bs_enus
Using Feedback to Improve Team Performance Course.....	team_02_a05_bs_enus
Power and Politics in Matrixed Teams Challenge Series.....	_pc_ch_mgch002

### Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

## Leading Teams

Leading Teams: Launching a Successful Team Course.....	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines Course.....	team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture Course.....	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment Course.....	team_03_a04_bs_enus

Introduction to Business Analysis and Essential Competencies Course .....	ib_buap_a01_it_enus
Introduction to Business Analysis Planning Course .....	ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring Course .....	ib_buap_a03_it_enus
Business Analysis Requirements Elicitation Course .....	ib_buap_a04_it_enus
Business Analysis Requirements Management and Communication Course .....	ib_buap_a05_it_enus
Business Analysis: Enterprise Analysis Course .....	ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis Course .....	ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements Course .....	ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation Course .....	ib_buap_a09_it_enus

## IT SKILLS COURSEWARE

Final Exam: Certified Business Analysis Professional  
(CBAP) - BABOK V2.0  
aligned  
Final Exams ..... ib\_buap\_a01\_fe\_enus

# DESKTOP SKILLS COURSEWARE

## DESKTOP SKILLS COURSEWARE

### DESKTOP COMPUTER SKILLS

#### ADOBE

##### ■ Adobe Flash CS5

- Introduction to Adobe Flash Professional CS5  
Course ..... at\_fcsp\_a01\_it\_enus
- Drawing and Working with Images in Flash CS5  
Course ..... at\_fcsp\_a02\_it\_enus
- Using Flash CS5 Libraries, Text, and Components  
Course ..... at\_fcsp\_a03\_it\_enus
- Animation in Flash CS5  
Course ..... at\_fcsp\_a04\_it\_enus
- ActionScript and Multimedia in Flash CS5  
Course ..... at\_fcsp\_a05\_it\_enus
- Creating Navigation and Publishing Movies in Flash CS5  
Course ..... at\_fcsp\_a06\_it\_enus

##### ■ Adobe Photoshop CS5

- Photoshop CS5: Getting Started  
Course ..... at\_pcsp\_a01\_it\_enus
- Photoshop CS5: Beyond the Basics  
Course ..... at\_pcsp\_a02\_it\_enus

##### ■ Adobe Dreamweaver CS5

- Setting up a Site and Adding Content in Dreamweaver CS5  
Course ..... at\_dcsp\_a01\_it\_enus
- Adding Links and Images in Dreamweaver CS5  
Course ..... at\_dcsp\_a02\_it\_enus
- Tables, Accessibility, and Standards in Dreamweaver CS5  
Course ..... at\_dcsp\_a03\_it\_enus
- Reusing Content in Dreamweaver CS5  
Course ..... at\_dcsp\_a04\_it\_enus
- Creating Interactive Web Pages in Dreamweaver CS5  
Course ..... at\_dcsp\_a05\_it\_enus
- Cascading Style Sheets in Dreamweaver CS5  
Course ..... at\_dcsp\_a06\_it\_enus

##### ■ Adobe InDesign CS4

- Adobe InDesign CS4: Fundamentals  
Course ..... at\_idcs\_a01\_it\_enus

##### ■ Adobe Dreamweaver CS4

- Setting up a Site and Adding Content in Dreamweaver CS4  
Course ..... at\_dcsf\_a01\_it\_enus

- Adding Links and Images in Dreamweaver CS4  
Course ..... at\_dcsf\_a02\_it\_enus
- Tables, Accessibility, and Standards in Dreamweaver CS4  
Course ..... at\_dcsf\_a03\_it\_enus
- Reusing Content in Dreamweaver CS4  
Course ..... at\_dcsf\_a04\_it\_enus
- Creating Interactive Web Pages in Dreamweaver CS4  
Course ..... at\_dcsf\_a05\_it\_enus
- Cascading Style Sheets in Dreamweaver CS4  
Course ..... at\_dcsf\_a06\_it\_enus
- Dreamweaver CS4 Site Maintenance and Advanced Concepts  
Course ..... at\_dcsf\_a07\_it\_enus

##### ■ Adobe Flash CS4

- Introduction to Adobe Flash CS4 Professional  
Course ..... at\_fcsf\_a01\_it\_enus
- Drawing and Working with Images in Flash CS4  
Course ..... at\_fcsf\_a02\_it\_enus
- Using Flash CS4 Libraries, Text, and Components  
Course ..... at\_fcsf\_a03\_it\_enus
- Animation in Flash CS4  
Course ..... at\_fcsf\_a04\_it\_enus
- ActionScript and Multimedia in Flash CS4  
Course ..... at\_fcsf\_a05\_it\_enus
- Workflow and Adobe Integration in Flash CS4  
Course ..... at\_fcsf\_a06\_it\_enus
- Creating Navigation and Publishing Movies in Flash CS4  
Course ..... at\_fcsf\_a07\_it\_enus

##### ■ Adobe AIR for Flash Developers

- Adobe Air for Flash CS4 Developers  
Course ..... at\_aafdf\_a01\_it\_enus

##### ■ Adobe Reader X

- Adobe Reader X  
Course ..... at\_adre\_a01\_dt\_enus

##### ■ Adobe AIR 3

- Adobe Air 3 for Flash CS5.5 Developers  
Course ..... at\_airr\_a01\_it\_enus

##### ■ Adobe InDesign CS5

- Adobe InDesign CS5: Fundamentals  
Course ..... at\_idct\_a01\_it\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals  
Course.....at\_adat\_a01\_dt\_enus

### ■ Adobe Captivate 7

Adobe Captivate 7 Fundamentals  
Course.....at\_capt\_a01\_dt\_enus  
Adobe Captivate 7 Editing Project Files  
Course.....at\_capt\_a02\_dt\_enus

### ■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials  
Course.....at\_dcsc\_a01\_dt\_enus

### ■ Adobe Flash Professional CC

Adobe Flash Professional CC - Introduction and Basic Tools  
Course.....at\_fscc\_a01\_dt\_enus  
Adobe Flash Professional CC - Working with ActionScript  
Course.....at\_fscc\_a02\_dt\_enus  
Adobe Flash Professional CC - Additional Tools and Features  
Course.....at\_fscc\_a03\_dt\_enus

### ■ Adobe Illustrator CC

Adobe Illustrator CC Fundamentals  
Course.....at\_icsc\_a01\_dt\_enus  
Adobe Illustrator CC Tools and Techniques  
Course.....at\_icsc\_a02\_dt\_enus  
Adobe Illustrator CC Modifying with Effects  
Course.....at\_icsc\_a03\_dt\_enus  
Adobe Illustrator CC Advanced Tools and Effects  
Course.....at\_icsc\_a04\_dt\_enus

### ■ Adobe InDesign CC

Adobe InDesign CC Essentials  
Course.....at\_idcc\_a01\_dt\_enus  
Adobe InDesign CC Essential Tools  
Course.....at\_idcc\_a02\_dt\_enus  
Adobe InDesign CC Advanced Features  
Course.....at\_idcc\_a03\_dt\_enus

### ■ Adobe CC Overview New Features

Adobe CC Overview of New Features  
Course.....at\_nfcc\_a01\_dt\_enus

### ■ Adobe Photoshop CC

Adobe Photoshop CC Fundamentals  
Course .....at\_pcsc\_a01\_dt\_enus  
Adobe Photoshop CC Essential Elements  
Course .....at\_pcsc\_a02\_dt\_enus  
Adobe Photoshop CC Color and Transforming  
Course .....at\_pcsc\_a03\_dt\_enus  
Adobe Photoshop CC Tools and Features  
Course .....at\_pcsc\_a04\_dt\_enus  
Adobe Photoshop CC Advanced Tools and Features  
Course .....at\_pcsc\_a05\_dt\_enus

### ■ Adobe Premiere Elements 12

Adobe Premiere Elements 12 Essentials  
Course .....at\_pret\_a01\_dt\_enus

### ■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals  
Course .....at\_cfus\_a01\_it\_enus

## DESKTOP COMPUTER SKILLS

## BEST PRACTICES FOR DESKTOP USERS

### ■ Information Security for End Users

Introduction to Information Security  
Course .....db\_iseu\_a01\_dt\_enus  
Using your Desktop Computer and Mobile Devices Safely  
Course .....db\_iseu\_a02\_dt\_enus  
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment  
Course .....db\_iseu\_a03\_dt\_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT OFFICE 2013

### ■ Microsoft Office 2013: Beginning Word

Performing Basic Tasks in Word 2013  
Course .....mo\_bgwo\_a01\_dt\_enus  
Editing and Formatting in Word 2013  
Course .....mo\_bgwo\_a02\_dt\_enus  
Structuring a Document in Word 2013  
Course .....mo\_bgwo\_a03\_dt\_enus  
Adding Lists and Objects in Word 2013  
Course .....mo\_bgwo\_a04\_dt\_enus  
Using Tables in Word 2013  
Course .....mo\_bgwo\_a05\_dt\_enus

# DESKTOP SKILLS COURSEWARE

## ■ Microsoft Office 2013: Beginning Access

Creating and Populating a Database in Access 2013	
Course.....	mo_bgas_a01_dt_enus
Modifying Tables in Access 2013	
Course.....	mo_bgas_a02_dt_enus
Creating and Modifying Queries in Access 2013	
Course.....	mo_bgas_a03_dt_enus
Creating and Modifying Forms in Access 2013	
Course.....	mo_bgas_a04_dt_enus
Creating and Modifying Reports in Access 2013	
Course.....	mo_bgas_a05_dt_enus

## ■ Microsoft Project 2013

Setting up a Project in Project 2013	
Course.....	mo_bgpj_a01_dt_enus
Task-based Scheduling in Project 2013	
Course.....	mo_bgpj_a02_dt_enus
Resource Management in Project 2013	
Course.....	mo_bgpj_a03_dt_enus
Tools for Tracking Project Performance in Project 2013	
Course.....	mo_bgpj_a04_dt_enus
Communicate and Finalize Project Information Using Project 2013	
Course.....	mo_bgpj_a05_dt_enus

## ■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2013	
Course.....	mo_adou_a01_dt_enus
Management and Customization in Outlook 2013	
Course.....	mo_adou_a02_dt_enus
Mail Automation, Cleanup, and Storage in Outlook 2013	
Course.....	mo_adou_a03_dt_enus
Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013	
Course.....	mo_adou_a04_dt_enus

## ■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013	
Course.....	mo_puel_a01_dt_enus
Reviewing and Protecting Content in Excel 2013	
Course.....	mo_puel_a02_dt_enus
Advanced Formats and Layouts in Excel 2013	
Course.....	mo_puel_a03_dt_enus
Advanced Formulas and Functions in Excel 2013	
Course.....	mo_puel_a04_dt_enus

Using Financial Functions and What-If Analysis in Excel 2013	
Course .....	mo_puel_a05_dt_enus
Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013	
Course .....	mo_puel_a06_dt_enus

## ■ Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013	
Course .....	mo_sppu_a01_dt_enus
Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013	
Course .....	mo_sppu_a02_dt_enus
Managing Templates, Views, and Versioning in SharePoint 2013	
Course .....	mo_sppu_a03_dt_enus
Managing Web Parts, Users, and Groups in SharePoint 2013	
Course .....	mo_sppu_a04_dt_enus
Using and Configuring Search in SharePoint 2013	
Course .....	mo_sppu_a05_dt_enus
Workflows, Collaboration, and Analysis in SharePoint 2013	
Course .....	mo_sppu_a06_dt_enus

## ■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013	
Course .....	mo_adel_a01_dt_enus
Customizing Options and Views in Excel 2013	
Course .....	mo_adel_a02_dt_enus
Manipulating Data in Excel 2013	
Course .....	mo_adel_a03_dt_enus
Data Search, Data Validation, and Macros in Excel 2013	
Course .....	mo_adel_a04_dt_enus

## ■ Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013	
Course .....	mo_adpw_a01_dt_enus
Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013	
Course .....	mo_adpw_a02_dt_enus

## ■ Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013	
Course .....	mo_adwo_a01_dt_enus
Customizing Document Layout in Word 2013	
Course .....	mo_adwo_a02_dt_enus
Advanced Table Customization in Word 2013	
Course .....	mo_adwo_a03_dt_enus

## DESKTOP SKILLS COURSEWARE

Inserting and Formatting Graphics in Word 2013
Course.....mo_adwo_a04_dt_enus
Navigating and Reviewing Documents in Word 2013
Course.....mo_adwo_a05_dt_enus
Reference Tools and Mail Merge in Word 2013
Course.....mo_adwo_a06_dt_enus
Adjusting Document Views and Customizing the Appearance of Word 2013
Course.....mo_adwo_a07_dt_enus
Sharing and Collaboration in Word 2013
Course.....mo_adwo_a08_dt_enus

### ■ Microsoft Office 2013: Beginning Excel

Creating Workbooks, Worksheets, and Data in Excel 2013
Course.....mo_bgel_a01_dt_enus
Saving and Printing Data in Excel 2013
Course.....mo_bgel_a02_dt_enus
Formatting Cells and Worksheets in Excel 2013
Course.....mo_bgel_a03_dt_enus
Formatting Data in Excel 2013
Course.....mo_bgel_a04_dt_enus
Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Course.....mo_bgel_a05_dt_enus
Performing Calculations Using Functions in Excel 2013
Course.....mo_bgel_a06_dt_enus
Presenting Data in Tables and Charts in Excel 2013
Course.....mo_bgel_a07_dt_enus

### ■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course.....mo_bgou_a01_dt_enus
Managing E-mail in Outlook 2013
Course.....mo_bgou_a02_dt_enus
Working with Contacts in Outlook 2013
Course.....mo_bgou_a03_dt_enus
Scheduling with Appointments, Events, and Tasks in Outlook 2013
Course.....mo_bgou_a04_dt_enus
Working with Meetings in Outlook 2013
Course.....mo_bgou_a05_dt_enus

### ■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course.....mo_bgpw_a01_dt_enus
Enhancing PowerPoint 2013 Presentations
Course.....mo_bgpw_a02_dt_enus
Animations and Media in PowerPoint 2013
Course.....mo_bgpw_a03_dt_enus
Finalizing a PowerPoint 2013 Presentation
Course.....mo_bgpw_a04_dt_enus

### ■ Microsoft Office 2013: SharePoint for End Users

Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013
Course .....mo_speu_a01_dt_enus
My Site and Social Features in SharePoint 2013
Course .....mo_speu_a02_dt_enus
Community Sites, Search, and Office Integration in SharePoint 2013
Course .....mo_speu_a03_dt_enus

### ■ Microsoft Office Online and Office 365

Introducing Microsoft Office Online for Personal Use
Course .....mo_oone_a01_dt_enus
Using the Microsoft Office Online Applications
Course .....mo_oone_a02_dt_enus
Introducing Microsoft Office 365 Applications
Course .....mo_oone_a03_dt_enus
Working with Documents in Microsoft Office 365
Course .....mo_oone_a04_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2010

#### ■ Microsoft Office 2010: New Features

Office 2010 New Core Features
Course .....mo_otnf_a01_dt_enus
New Messaging and Collaboration Features in Office 2010
Course .....mo_otnf_a02_dt_enus
Office 2010 Web Apps and New Features in Publisher and Mobile
Course .....mo_otnf_a03_dt_enus

#### ■ Microsoft Office 2010 New Features for Users Migrating from Office 2003

The New Office 2010 Interface, Word 2010, and Excel 2010
Course .....mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010
Course .....mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010
Course .....mo_nfum_a03_dt_enus

#### ■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010
Course .....mo_bwrd_a01_dt_enus
Formatting and Working with Text in Word 2010
Course .....mo_bwrd_a02_dt_enus

# DESKTOP SKILLS COURSEWARE

Organizing and Arranging Text in Word 2010	
Course.....	mo_bwrd_a03_dt_enus
Moving Around in Word 2010	
Course.....	mo_bwrd_a04_dt_enus
Structuring Word 2010 Documents	
Course.....	mo_bwrd_a05_dt_enus
Reviewing Documents in Word 2010	
Course.....	mo_bwrd_a06_dt_enus
Saving, Sharing, and Printing in Word 2010	
Course.....	mo_bwrd_a07_dt_enus
Customizing the Behavior and Appearance of Word 2010	
Course.....	mo_bwrd_a08_dt_enus
Drawing and Inserting Graphics in Word 2010	
Course.....	mo_bwrd_a09_dt_enus

## ■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users	
Course.....	mo_nspe_a01_dt_enus

## ■ Microsoft SharePoint 2010 for End Users

Getting Started with SharePoint 2010	
Course.....	mo_ospe_a01_dt_enus
Using SharePoint 2010 with Office 2010	
Course.....	mo_ospe_a02_dt_enus

## ■ Microsoft SharePoint 2010: New Features for Power Users

Microsoft SharePoint 2010: New Features for Power Users	
Course.....	mo_nspp_a01_dt_enus

## ■ Microsoft SharePoint 2010 for Power Users

Managing SharePoint 2010 Sites, Lists, and Libraries	
Course.....	mo_ospp_a01_dt_enus
Managing SharePoint 2010 Pages and Components	
Course.....	mo_ospp_a02_dt_enus
SharePoint 2010 Security and Business Intelligence	
Course.....	mo_ospp_a03_dt_enus

## ■ Microsoft Office 2010: Beginning Excel

Getting Started with Excel 2010	
Course.....	mo_bexl_a01_dt_enus
Applying Basic Data Formatting in Excel 2010	
Course.....	mo_bexl_a02_dt_enus
Moving and Getting Around in Excel 2010	
Course.....	mo_bexl_a03_dt_enus
Moving Data and Modifying Worksheets in Excel 2010	
Course.....	mo_bexl_a04_dt_enus

Saving, Sending, and Printing Excel 2010 Workbooks	
Course .....	mo_bexl_a05_dt_enus
Using Conditional Formatting, Tables, and Sparklines in Excel 2010	
Course .....	mo_bexl_a06_dt_enus
Reviewing and Protecting Content in Excel 2010	
Course .....	mo_bexl_a07_dt_enus
Using Basic Formulas in Excel 2010	
Course .....	mo_bexl_a08_dt_enus
Using Basic Functions with Excel 2010	
Course .....	mo_bexl_a09_dt_enus
Inserting Basic Charts in Excel 2010	
Course .....	mo_bexl_a10_dt_enus
Adding Visuals, Themes, and Styles to Excel 2010 Workbooks	
Course .....	mo_bexl_a11_dt_enus

## ■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010	
Course .....	mo bout_a01_dt_enus
Managing Conversations and Organizing E-mail in Outlook 2010	
Course .....	mo bout_a02_dt_enus
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010	
Course .....	mo bout_a03_dt_enus
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	
Course .....	mo bout_a04_dt_enus
Managing Meetings and Customizing the Calendar in Outlook 2010	
Course .....	mo bout_a05_dt_enus
Outlook 2010 Social Connector and Messaging	
Course .....	mo bout_a06_dt_enus
Working with Contacts in Outlook 2010	
Course .....	mo bout_a07_dt_enus
Using the Tasks, Notes, and Journal Features in Outlook 2010	
Course .....	mo bout_a08_dt_enus

## ■ Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010	
Course .....	mo_awrd_a01_dt_enus
Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010	
Course .....	mo_awrd_a02_dt_enus
Forms, Fields, and Mail Merge in Word 2010	
Course .....	mo_awrd_a03_dt_enus
Managing, Inspecting, and Recovering Word 2010 Documents	
Course .....	mo_awrd_a04_dt_enus

## DESKTOP SKILLS COURSEWARE

Creating and Formatting Tables in Word 2010	
Course.....	mo_awrd_a05_dt_enus
Manipulating Tables in Word 2010	
Course.....	mo_awrd_a06_dt_enus
Embedding Charts and Tables into Word 2010	
Course.....	mo_awrd_a07_dt_enus

Visually Enhancing PowerPoint 2010 Presentations	
Course .....	mo_bppt_a02_dt_enus
Adding Images to Presentations in PowerPoint 2010	
Course .....	mo_bppt_a03_dt_enus
Using Multimedia and Animations in PowerPoint 2010	
Course .....	mo_bppt_a04_dt_enus

### ■ Microsoft Office 2010: Advanced Excel

Customizing Visual Elements in Excel 2010	
Course.....	mo_aexl_a01_dt_enus
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010	
Course.....	mo_aexl_a02_dt_enus
Organizing Data and Objects in Excel 2010	
Course.....	mo_aexl_a03_dt_enus
Verifying Excel 2010 Data and Formulas	
Course.....	mo_aexl_a04_dt_enus
Automating Excel 2010 Tasks Using Macros	
Course.....	mo_aexl_a05_dt_enus
Analyzing Data with What-if Analysis in Excel 2010	
Course.....	mo_aexl_a06_dt_enus
PivotTables and PivotCharts in Excel 2010	
Course.....	mo_aexl_a07_dt_enus
PivotTable Filters, Calculations, and PowerPivot	
Course.....	mo_aexl_a08_dt_enus

### ■ Microsoft Office 2010: Advanced PowerPoint

Using Advanced Slide Show Tools in PowerPoint 2010	
Course .....	mo_appt_a01_dt_enus
Collaborating and Sharing Presentations in PowerPoint 2010	
Course .....	mo_appt_a02_dt_enus

### ■ Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2010	
Course.....	mo_aout_a01_dt_enus
Customizing Outlook 2010 and Managing Accounts	
Course.....	mo_aout_a02_dt_enus
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010	
Course.....	mo_aout_a03_dt_enus
Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010	
Course.....	mo_aout_a04_dt_enus
Data Files, Archiving, and Send/Receive Groups in Outlook 2010	
Course.....	mo_aout_a05_dt_enus
Implementing Security with Outlook 2010	
Course.....	mo_aout_a06_dt_enus
Accessing Exchange Remotely and Using Forms in Outlook 2010	
Course.....	mo_aout_a07_dt_enus

### ■ Microsoft Office 2010: Beginning Access

Getting Started with Access 2010	
Course .....	mo_bacc_a01_dt_enus
Creating Basic Tables in Access 2010	
Course .....	mo_bacc_a02_dt_enus
Data Manipulation and Simple Relationships in Access 2010	
Course .....	mo_bacc_a03_dt_enus
Introduction to Forms in Access 2010	
Course .....	mo_bacc_a04_dt_enus
Modifying Basic Forms in Access 2010	
Course .....	mo_bacc_a05_dt_enus
Introduction to Queries in Access 2010	
Course .....	mo_bacc_a06_dt_enus
Introduction to Reports in Access 2010	
Course .....	mo_bacc_a07_dt_enus

### ■ Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010	
Course .....	mo_bprj_a01_dt_enus
Introduction to Project 2010	
Course .....	mo_bprj_a02_dt_enus
Initializing a Project with Project 2010	
Course .....	mo_bprj_a03_dt_enus
Defining Project Properties in Project 2010	
Course .....	mo_bprj_a04_dt_enus
Building a Schedule with Project 2010	
Course .....	mo_bprj_a05_dt_enus
Creating Resources in Project 2010	
Course .....	mo_bprj_a06_dt_enus
Managing Resource Assignments with Project 2010	
Course .....	mo_bprj_a07_dt_enus
Monitoring Schedule Performance with Project 2010	
Course .....	mo_bprj_a08_dt_enus
Communicating Project Information with Project 2010	
Course .....	mo_bprj_a09_dt_enus

### ■ Microsoft Office 2010: Beginning PowerPoint

Getting Started with PowerPoint 2010	
Course.....	mo_bppt_a01_dt_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010	
Course.....	mo_aacc_a01_dt_enus
PivotTables and PivotCharts in Access 2010	
Course.....	mo_aacc_a02_dt_enus
Retrieving, Validating, and Attaching Data in Access 2010	
Course.....	mo_aacc_a03_dt_enus
Subforms, Subreports, and Conditional Formatting in Access 2010	
Course.....	mo_aacc_a04_dt_enus
Joins, SQL, and Action Queries in Access 2010	
Course.....	mo_aacc_a05_dt_enus
Using Access 2010 with SharePoint and Access Services	
Course.....	mo_aacc_a06_dt_enus
Access 2010 Macros and VBA	
Course.....	mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing Access 2010 Databases	
Course.....	mo_aacc_a08_dt_enus

### ■ Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network	
Course.....	mo_pexl_a01_dt_enus
Using Excel 2010 to Collaborate Online and with Other Office Applications	
Course.....	mo_pexl_a02_dt_enus
Using Lookup, Reference, Math, and Text Functions in Excel 2010	
Course.....	mo_pexl_a03_dt_enus
Manipulating Formulas and Using Forms in Excel 2010	
Course.....	mo_pexl_a04_dt_enus
Using Excel 2010 Data Connections: Web Queries, XML, and Databases	
Course.....	mo_pexl_a05_dt_enus

### ■ Microsoft Office 2010: Advanced Project

Advanced Customizing with Project 2010	
Course.....	mo_aprj_a01_dt_enus
Advanced Tools for Managing Multiple Projects with Project 2010	
Course.....	mo_aprj_a02_dt_enus
Advanced Resource Management with Project 2010	
Course.....	mo_aprj_a03_dt_enus
Advanced Scheduling Management with Project 2010	
Course.....	mo_aprj_a04_dt_enus
Advanced Reporting and Management Tools in Project 2010	
Course.....	mo_aprj_a05_dt_enus

### ■ Microsoft Office 2010: Beginning Visio

Getting Started with Visio 2010	
Course .....	mo_bvis_a01_dt_enus
Working with Diagrams in Visio 2010	
Course .....	mo_bvis_a02_dt_enus
Collaboration, Evaluation and Printing in Visio 2010	
Course .....	mo_bvis_a03_dt_enus

### ■ Microsoft OneNote 2010 for End Users

Microsoft Office 2010: Managing Information with OneNote	
Course .....	mo_onel_a01_dt_enus
Microsoft Office 2010: Sharing Information with OneNote	
Course .....	mo_onel_a02_dt_enus

### ■ Microsoft Office 2010: Lync for End Users

Microsoft Office 2010: Getting Started with Lync	
Course .....	mo_lync_a01_dt_enus
Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration	
Course .....	mo_lync_a02_dt_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE FOR MAC 2011

#### ■ Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started	
Course .....	om_bwmc_a01_dt_enus
Microsoft Word for Mac 2011: Formatting and Working with Text	
Course .....	om_bwmc_a02_dt_enus
Microsoft Word for Mac 2011: Structuring and Organizing Documents	
Course .....	om_bwmc_a03_dt_enus
Microsoft Word for Mac 2011: Moving Around a Document	
Course .....	om_bwmc_a04_dt_enus
Microsoft Word for Mac 2011: Adding and Formatting Images	
Course .....	om_bwmc_a05_dt_enus
Microsoft Word for Mac 2011: Creating and Formatting Tables	
Course .....	om_bwmc_a06_dt_enus
Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking	
Course .....	om_bwmc_a07_dt_enus

#### ■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started	
Course .....	om_bemc_a01_dt_enus

## DESKTOP SKILLS COURSEWARE

Microsoft Excel for Mac 2011: Applying Basic Data Formatting	Course.....	om_bemc_a02_dt_enus
Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks	Course.....	om_bemc_a03_dt_enus
Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets	Course.....	om_bemc_a04_dt_enus
Microsoft Excel for Mac 2011: Using Basic Formulas	Course.....	om_bemc_a05_dt_enus
Microsoft Excel for Mac 2011: Using Basic Functions	Course.....	om_bemc_a06_dt_enus
Microsoft Excel for Mac 2011: Inserting Basic Charts	Course.....	om_bemc_a07_dt_enus
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks	Course.....	om_bemc_a08_dt_enus

### ■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started	Course.....	om_bomc_a01_dt_enus
Microsoft Outlook for Mac 2011: Managing Conversations and E-mail	Course.....	om_bomc_a02_dt_enus
Microsoft Outlook for Mac 2011: Mastering E-mail	Course.....	om_bomc_a03_dt_enus
Microsoft Outlook for Mac 2011: Scheduling with the Calendar	Course.....	om_bomc_a04_dt_enus
Microsoft Outlook for Mac 2011: Managing Contacts	Course.....	om_bomc_a05_dt_enus
Moving Beyond E-mail to Maximize Microsoft Outlook's Potential	Course.....	om_bomc_a06_dt_enus

### ■ Microsoft Office: Beginning PowerPoint for Mac 2011

Microsoft PowerPoint for Mac 2011: Getting Started	Course.....	om_bpmc_a01_dt_enus
Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements	Course.....	om_bpmc_a02_dt_enus
Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation	Course.....	om_bpmc_a03_dt_enus
Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools	Course.....	om_bpmc_a04_dt_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT OFFICE 2007

### ■ Microsoft Office 2007: New Features

New Features for End Users in Microsoft Office 2007	Course .....	239866_ENG
Microsoft Office Excel, PowerPoint, and Outlook 2007	Course .....	239874_ENG
Microsoft Access 2007 and Microsoft Publisher 2007	Course .....	239976_ENG
Sharing and Collaboration in Microsoft Office Enterprise 2007	Course .....	240019_ENG

### ■ Microsoft Office 2007: Beginning Word

Getting Started with Word 2007	Course .....	mo_bgwd_a01_dt_enus
Working with Text and Paragraphs in Word 2007	Course .....	mo_bgwd_a02_dt_enus
Structuring, Editing, Saving, and Opening Documents in Word 2007	Course .....	mo_bgwd_a03_dt_enus
Printing, Help, and Automated Formatting in Word 2007	Course .....	mo_bgwd_a04_dt_enus
Working with Documents in Word 2007	Course .....	mo_bgwd_a05_dt_enus

### ■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007	Course .....	mo_adwd_a01_dt_enus
Advanced Document Navigation and Document Reviews in Word 2007	Course .....	mo_adwd_a02_dt_enus
Using Tables, Charts, and Graphics in Word 2007	Course .....	mo_adwd_a03_dt_enus

### ■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007	Course .....	mo_wdpu_a01_dt_enus
Advanced Document Features in Word 2007	Course .....	mo_wdpu_a02_dt_enus
Collaborative Features in Word 2007	Course .....	mo_wdpu_a03_dt_enus

### ■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007	Course .....	mo_bgex_a01_dt_enus
Manipulating and Formatting Data and Worksheets in Excel 2007	Course .....	mo_bgex_a02_dt_enus

## DESKTOP SKILLS COURSEWARE

Reviewing and Printing in Excel 2007	
Course.....	mo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions	
Course.....	mo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes, and Styles	
Course.....	mo_bgex_a06_dt_enus

### ■ Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007	
Course.....	mo_adex_a01_dt_enus
Advanced Data Management in Excel 2007	
Course.....	mo_adex_a02_dt_enus
Advanced Customization in Excel 2007	
Course.....	mo_adex_a03_dt_enus

### ■ Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007	
Course.....	mo_expu_a01_dt_enus
Protecting and Sharing Excel 2007 Workbooks	
Course.....	mo_expu_a02_dt_enus
Exchanging Data with Excel 2007	
Course.....	mo_expu_a03_dt_enus

### ■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007	
Course.....	mo_bgpp_a01_dt_enus
Adding Graphics to Presentations in PowerPoint 2007	
Course.....	mo_bgpp_a02_dt_enus
Adding Multimedia and Animations to Presentations in PowerPoint 2007	
Course.....	mo_bgpp_a03_dt_enus

### ■ Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007	
Course.....	mo_adpp_a01_dt_enus
Distributing Presentations in PowerPoint 2007	
Course.....	mo_adpp_a02_dt_enus

### ■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007	
Course.....	mo_bgol_a01_dt_enus
Formatting and Managing E-mail in Outlook 2007	
Course.....	mo_bgol_a02_dt_enus
Using the Calendar in Outlook 2007	
Course.....	mo_bgol_a03_dt_enus
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007	
Course.....	mo_bgol_a04_dt_enus

Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007	
Course .....	mo_bgol_a05_dt_enus

### ■ Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal	
Course .....	mo_adol_a01_dt_enus
Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007	
Course .....	mo_adol_a02_dt_enus
Working with SharePoint, Calendars, and Forms in Outlook 2007	
Course .....	mo_adol_a03_dt_enus

### ■ Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007	
Course .....	mo_olpu_a01_dt_enus
Instant, Text, and Unified Messaging in Outlook 2007	
Course .....	mo_olpu_a02_dt_enus
Business Contact Manager with Outlook 2007	
Course .....	mo_olpu_a03_dt_enus

### ■ Microsoft Office 2007: Beginning Access

Getting Started with Access 2007	
Course .....	mo_bgac_a01_dt_enus
Basic Access 2007 Tables	
Course .....	mo_bgac_a02_dt_enus
Basic Access 2007 Forms	
Course .....	mo_bgac_a03_dt_enus
Queries and Reports in Access 2007	
Course .....	mo_bgac_a04_dt_enus

### ■ Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007	
Course .....	mo_adax_a01_dt_enus
Advanced Data Management in Access 2007	
Course .....	mo_adax_a02_dt_enus

### ■ Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007	
Course .....	mo_acpu_a01_dt_enus
Database Administration in Access 2007	
Course .....	mo_acpu_a02_dt_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams	
Course.....	mo_bgvs_a01_dt_enus
Enhancing and Customizing Diagrams in Visio 2007	
Course.....	mo_bgvs_a02_dt_enus
Collaborating and Using Visio 2007 With Other Programs	
Course.....	mo_bgvs_a03_dt_enus

### ■ Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007	
Course.....	mo_bgpr_a01_dt_enus
Specifying and Assigning Resources in Project 2007	
Course.....	mo_bgpr_a02_dt_enus
Tracking and Reporting Progress with Project 2007	
Course.....	mo_bgpr_a03_dt_enus

### ■ Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007	
Course.....	mo_adpr_a01_dt_enus
Project Data Management and Performance with MS Project 2007	
Course.....	mo_adpr_a02_dt_enus

### ■ Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007	
Course.....	mo_pblr_a01_dt_enus
Extending Publisher 2007 Beyond Publications	
Course.....	mo_pblr_a02_dt_enus

### ■ Microsoft Office SharePoint Server 2007 End User

SharePoint 2007 Essentials	
Course.....	250450_ENG
Creating and Managing Personal Sites and Searches in SharePoint 2007	
Course.....	250463_ENG

### ■ Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and Communicator	
Course.....	mo_ncmg_a01_dt_enus
Microsoft Office 2007: Sharing Information with OneNote 2007	
Course.....	mo_ncmg_a02_dt_enus

### ■ Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007	
Course .....	mo_otwa_a01_dt_enus
Outlook Web Access 2007 Advanced Features	
Course .....	mo_otwa_a02_dt_enus

### ■ Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live Meeting	
Course .....	mo_lmeu_a01_dt_enus
Hosting a Microsoft Office 2007 Live Meeting	
Course .....	mo_lmeu_a02_dt_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT WINDOWS 8

### ■ Microsoft Windows 8: End User

Windows 8: New Features and Common Tasks	
Course .....	mw_eteu_a01_dt_enus
Files and Connectivity in Windows 8	
Course .....	mw_eteu_a02_dt_enus
Personalizing Windows 8	
Course .....	mw_eteu_a03_dt_enus
Working with Apps in Windows 8	
Course .....	mw_eteu_a04_dt_enus
Internet Explorer 10, File Sharing, and Recovery in Windows 8	
Course .....	mw_eteu_a05_dt_enus
Managing Hardware and Advanced Options in Windows 8	
Course .....	mw_eteu_a06_dt_enus

### ■ Microsoft Windows 8.1: End User

New Features and Common Tasks in Windows 8.1	
Course .....	mw_etev_a01_dt_enus
Organizing Files and Searching for Items in Windows 8.1	
Course .....	mw_etev_a02_dt_enus
Personalizing Windows 8.1	
Course .....	mw_etev_a04_dt_enus
Working with Apps in Windows 8.1	
Course .....	mw_etev_a05_dt_enus
Getting Online, Sharing, and Using SkyDrive in Windows 8.1	
Course .....	mw_etev_a03_dt_enus
Managing Hardware and Advanced Options in Windows 8.1	
Course .....	mw_etev_a06_dt_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT WINDOWS 7

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Windows 7: First Look for End Users

Microsoft Windows 7: First Look for End Users  
Course.....mw\_mwfe\_a01\_dt\_enus

### ■ Microsoft Windows 7: End User

Getting Started with Windows 7  
Course.....mw\_mweu\_a01\_dt\_enus  
Setting up and Securing Windows 7  
Course.....mw\_mweu\_a02\_dt\_enus  
Customizing Windows 7  
Course.....mw\_mweu\_a03\_dt\_enus

## DESKTOP COMPUTER SKILLS

### LOTUS NOTES 8

### ■ Lotus Notes 8: New Features for End Users

Lotus Notes 8: New Features for End Users  
Course.....ia\_lnnf\_a01\_dt\_enus

### ■ Lotus Notes 8: End User

Getting Started with Lotus Notes 8 and Using Mail  
Course.....ia\_lteu\_a01\_dt\_enus  
Scheduling Events and Managing Applications  
Course.....ia\_lteu\_a02\_dt\_enus  
Working with Instant Messaging, Contacts, and Blogs  
Course.....ia\_lteu\_a03\_dt\_enus  
Using Productivity Tools and Accessing Lotus Notes 8 Remotely  
Course.....ia\_lteu\_a04\_dt\_enus

## DESKTOP COMPUTER SKILLS

### LOTUS NOTES 7

### ■ Lotus Notes 7: End User

Getting Started with Lotus Notes 7 and Mail  
Course.....233489\_ENG  
Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7  
Course.....233490\_ENG  
Working with Databases, the Calendar, and the To Do List in Lotus Notes 7  
Course.....233491\_ENG  
Using Lotus Notes 7 Remotely  
Course.....233492\_ENG

## DESKTOP COMPUTER SKILLS

## MICROSOFT INTERNET EXPLORER 9

### ■ Microsoft Internet Explorer 9: End User

Microsoft Internet Explorer 9: Browsing and Managing Web Pages  
Course .....id\_mcin\_a01\_dt\_enus  
Microsoft Internet Explorer 9: Searching and Subscribing to Web Content  
Course .....id\_mcin\_a02\_dt\_enus  
Microsoft Internet Explorer 9: Customization and Security  
Course .....id\_mcin\_a03\_dt\_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT INTERNET EXPLORER 8

### ■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features  
Course .....id\_mcie\_a01\_dt\_enus  
Internet Explorer 8: Advanced Features  
Course .....id\_mcie\_a02\_dt\_enus

## DESKTOP COMPUTER SKILLS

## SEAGATE CRYSTAL REPORTS

### ■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011  
Course .....cr\_crre\_a01\_dt\_enus

### ■ Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI  
Course .....234748\_ENG  
Managing Data and Distributing Reports with Crystal Reports XI  
Course .....234758\_ENG

## DESKTOP COMPUTER SKILLS

## MICROSOFT WINDOWS VISTA

### ■ Microsoft Windows Vista for the End User

Getting Started with Windows Vista  
Course .....mv\_wveu\_a01\_it\_enus  
Work with Files, Programs, and Printing in Windows Vista  
Course .....mv\_wveu\_a02\_it\_enus  
Navigating the Web and System Maintenance with Windows Vista  
Course .....mv\_wveu\_a03\_it\_enus

# DESKTOP SKILLS COURSEWARE

## DESKTOP COMPUTER SKILLS

### SAP

#### ■ Overview of SAP for Project Teams

Overview of SAP Solutions	
Course.....	sa_ospt_a01_it_enus
Financial Accounting with SAP	
Course.....	sa_ospt_a02_it_enus
SAP Logistics Modules	
Course.....	sa_ospt_a03_it_enus
SAP ERP Architecture	
Course.....	sa_ospt_a04_it_enus
SAP Administration	
Course.....	sa_ospt_a05_it_enus
SAP Project Planning and Implementation	
Course.....	sa_ospt_a06_it_enus
SAP NetWeaver Platform	
Course.....	sa_ospt_a07_it_enus

#### ■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)	
Course.....	sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM)	
Course.....	sa_bseu_a02_dt_enus
SAP Product Lifecycle Management	
Course.....	sa_bseu_a03_dt_enus
SAP Supply Chain Management	
Course.....	sa_bseu_a04_dt_enus
SAP Supplier Relationship Management	
Course.....	sa_bseu_a05_dt_enus

#### ■ SAP Business One for End Users

SAP Business One - Introduction for End Users	
Course.....	sa_boeu_a01_dt_enus

#### ■ SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview	
Course.....	sa_bobi_a01_dt_enus
SAP BusinessObjects: Crystal Reports	
Course.....	sa_bobi_a02_dt_enus
SAP BusinessObjects: Web Intelligence	
Course.....	sa_bobi_a03_dt_enus
SAP BusinessObjects: Dashboards and Analytics	
Course.....	sa_bobi_a04_dt_enus
SAP BusinessObjects: InfoView	
Course.....	sa_bobi_a05_dt_enus
SAP BusinessObjects: Business Intelligence	
Course.....	sa_bobi_a06_dt_enus

## DESKTOP COMPUTER SKILLS

### APPLE SAFARI X

#### ■ Apple Safari for End Users

Getting Started with Safari	
Course .....	id_apsa_a01_dt_enus
Up and Running with Safari 5.1	
Course .....	id_apsa_a02_dt_enus
Sharing Content and Browsing the Web Privately and Securely using Safari	
Course .....	id_apsa_a03_dt_enus

## DESKTOP COMPUTER SKILLS

### APPLE MAC OS X

#### ■ Mac OS X Lion for End Users

Getting Started with Mac OS X Lion for End Users	
Course .....	ao_ameu_a01_it_enus
Getting Organized with Mac OS X Lion	
Course .....	ao_ameu_a02_it_enus
Using Mac OSX Lion to Interact with the World	
Course .....	ao_ameu_a03_it_enus
Under the Hood with Mac OS X Lion	
Course .....	ao_ameu_a04_it_enus

## DESKTOP COMPUTER SKILLS

### SOCIAL NETWORKING

#### ■ Social Networking for Users

Social Networking for Users	
Course .....	sn_snts_a01_dt_enus

## DESKTOP COMPUTER SKILLS

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 77-881 Word 2010	
Mentoring Assets .....	mnt77881
Mentoring 77-882 Excel 2010	
Mentoring Assets .....	mnt77882
Mentoring Using Word 2007	
Mentoring Assets .....	mntwd2007
Mentoring Using Excel 2007	
Mentoring Assets .....	mntex2007

## DESKTOP SKILLS COURSEWARE

Mentoring Using PowerPoint 2007	
Mentoring Assets.....	mntpp2007
Mentoring Using Access 2007	
Mentoring Assets.....	mntac2007
Mentoring Using Outlook 2007	
Mentoring Assets.....	mntol2007
Mentoring 77-883 PowerPoint 2010	
Mentoring Assets.....	mnt77883
Mentoring 77-884 Outlook 2010	
Mentoring Assets.....	mnt77884
Mentoring 77-885 Access 2010	
Mentoring Assets.....	mnt77885
Mentoring 77-888 Excel 2010 Expert	
Mentoring Assets.....	mnt77888
Mentoring 70-178 Microsoft Project 2010, Managing Projects	
Mentoring Assets.....	mnt70178
Mentoring 77-418 Word 2013	
Mentoring Assets.....	mnt77418
Mentoring 77-420 Excel 2013	
Mentoring Assets.....	mnt77420
Mentoring 77-422 PowerPoint 2013	
Mentoring Assets.....	mnt77422
Mentoring 77-423 Outlook 2013	
Mentoring Assets.....	mnt77423
Mentoring 77-427 Excel 2013 Expert Part One	
Mentoring Assets.....	mnt77427
Mentoring 77-428 Excel 2013 Expert Part Two	
Mentoring Assets.....	mnt77428
Mentoring 77-419 SharePoint 2013	
Mentoring Assets.....	mnt77419
TestPrep 77-883 PowerPoint 2010	
Testprep Exams.....	mo_bppt_a01_tp_enus
TestPrep 77-885 Access 2010	
Testprep Exams.....	mo_bacc_a01_tp_enus
TestPrep 77-884 Outlook 2010	
Testprep Exams.....	mo_bout_a01_tp_enus
TestPrep 77-888 Excel 2010 Expert	
Testprep Exams.....	mo_aexl_a01_tp_enus
TestPrep 70-178 Microsoft Project 2010, Managing Projects	
Testprep Exams.....	mo_bprj_a01_tp_enus

## DESKTOP COMPUTER SKILLS

### TEST PREPS

#### ■ Test Preps

TestPrep Using Word 2007	
Testprep Exams .....	TPWD2007_ENG
TestPrep Using Excel 2007	
Testprep Exams .....	TPEX2007_ENG
TestPrep Using PowerPoint 2007	
Testprep Exams .....	TPPP2007_ENG
TestPrep Using Outlook 2007	
Testprep Exams .....	TPOL2007_ENG
TestPrep Using Access 2007	
Testprep Exams .....	TPAC2007_ENG
TestPrep 77-881 Word 2010	
Testprep Exams .....	mo_bwrd_a01_tp_enus
TestPrep 77-882 Excel 2010	
Testprep Exams .....	mo_bexl_a01_tp_enus

# BUSINESS SKILLS COURSEWARE

## BUSINESS SKILLS COURSEWARE

### BUSINESS STRATEGY AND OPERATIONS

#### OPERATIONS CURRICULUM

##### ■ Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment

Lean and Six Sigma Course.....	oper_11_a01_bs_enus
Six Sigma Projects and the Black Belt Role Course.....	oper_11_a02_bs_enus
Six Sigma Leadership and Change Management Course.....	oper_11_a03_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment	
Final Exams .....	oper_11_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures

Critical Requirements and Benchmarking for Six Sigma Course.....	oper_12_a01_bs_enus
Business Performance and Financial Measures in Six Sigma Course.....	oper_12_a02_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures	
Final Exams .....	oper_12_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigma Course.....	oper_13_a01_bs_enus
Motivation and Communication in Six Sigma Teams Course.....	oper_13_a02_bs_enus
Managing Six Sigma Team Performance Course.....	oper_13_a03_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Team Management	
Final Exams .....	oper_13_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma Course.....	oper_14_a01_bs_enus
Developing Project Charters and Tracking Six Sigma Projects Course.....	oper_14_a02_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Define	
Final Exams .....	oper_14_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma Course .....	oper_15_a01_bs_enus
Data Collection and Measurement in Six Sigma Course .....	oper_15_a02_bs_enus
Six Sigma Measurement Systems Course .....	oper_15_a03_bs_enus
Basic Statistics and Graphical Methods for Six Sigma Course .....	oper_15_a04_bs_enus
Probability for Six Sigma Course .....	oper_15_a05_bs_enus
Process Capability for Six Sigma Course .....	oper_15_a06_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Measure	
Final Exams .....	oper_15_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in Six Sigma Course .....	oper_16_a01_bs_enus
Multivariate Analysis and Attribute Data Analysis in Six Sigma Course .....	oper_16_a02_bs_enus
Hypothesis Testing Concepts and Tests for Means in Six Sigma Course .....	oper_16_a03_bs_enus
Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma Course .....	oper_16_a04_bs_enus
Nonparametric Tests in Six Sigma Analysis Course .....	oper_16_a05_bs_enus
Nonstatistical Analysis Methods in Six Sigma Course .....	oper_16_a06_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Analyze	
Final Exams .....	oper_16_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in Six Sigma Course .....	oper_17_a01_bs_enus
Conducting Experiments and Analyzing Results in Six Sigma Course .....	oper_17_a02_bs_enus
Improvement Methods and Implementation Issues in Six Sigma Course .....	oper_17_a03_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Improve	
Final Exams .....	oper_17_a01_fe_enus

##### ■ Six Sigma Black Belt (2007 BOK): Control

Statistical Process Control (SPC) in Six Sigma Course .....	oper_18_a01_bs_enus
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# BUSINESS SKILLS COURSEWARE

Nonstatistical Control Tools and Maintaining Controls in Six Sigma Course.....	oper_18_a02_bs_enus
Sustaining Improvements and Gains from Six Sigma Projects Course.....	oper_18_a03_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Control Final Exams .....	oper_18_a01_fe_enus

## ■ Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies

Common Design for Six Sigma Methodologies, Design for X, and Robust Design Course.....	oper_19_a01_bs_enus
Special Design Tools in Design for Six Sigma Course.....	oper_19_a02_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies Final Exams .....	oper_19_a01_fe_enus

## ■ Fundamentals of Lean for Business Organizations

Introduction to Lean for Service and Manufacturing Organizations Course.....	oper_20_a01_bs_enus
Using Lean for Perfection and Quality Course.....	oper_20_a02_bs_enus
Lean Tools and Techniques for Flow and Pull Course.....	oper_20_a03_bs_enus
Reducing Waste and Streamlining Value Flow Using Lean Course.....	oper_20_a04_bs_enus
Value Stream Mapping in Lean Business Course.....	oper_20_a05_bs_enus
Applying Lean in Service and Manufacturing Organizations Course.....	oper_20_a06_bs_enus
Five Steps to Perfection: Implementing Lean Business Impact Series.....	_pc_bi_ssbi009
Value Stream Maps for Non-manufacturing Processes Business Impact Series.....	_pc_bi_ssbi010

## ■ Operations Management

Operations Management and the Organization Course.....	oper_21_a01_bs_enus
Operations Management: Product and Service Management Course.....	oper_21_a02_bs_enus
Operations and Supply Chain Management Course.....	oper_21_a03_bs_enus

Operations Management: Inventory Management Course .....	oper_21_a04_bs_enus
Operations Management: Forecasting and Capacity Planning Course .....	oper_21_a05_bs_enus
Operations Management: Operations Scheduling Course .....	oper_21_a06_bs_enus
Operations Management: Management of Quality Course .....	oper_21_a07_bs_enus
Operations Management: Facilities Planning and Management Course .....	oper_21_a08_bs_enus

## ■ Managing Customer-Driven Process Improvement

Customer-driven Process Improvement: Basic Framework Course .....	oper_22_a01_bs_enus
Customer-driven Process Improvement: Identifying Customer Needs Course .....	oper_22_a02_bs_enus
Customer-driven Process Improvement: From Customer Needs to Process Requirements Course .....	oper_22_a03_bs_enus
Customer-Driven Process Improvement: Mapping and Measuring Processes Course .....	oper_22_a04_bs_enus
Customer-driven Process Improvement: Analyzing Process Problems Course .....	oper_22_a05_bs_enus
Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions Course .....	oper_22_a06_bs_enus
Customer-driven Process Improvement: Implementing and Maintaining Improvements Course .....	oper_22_a07_bs_enus

## ■ Purchasing and Vendor Management Essentials

Fundamentals of Purchasing and Vendor Management Course .....	oper_23_a01_bs_enus
Purchasing: Finding Sources of Supply Course .....	oper_23_a02_bs_enus
Selecting Suppliers and Administering Contracts Course .....	oper_23_a03_bs_enus
Evaluating Supplier Performance and Managing Supplier Relationships Course .....	oper_23_a04_bs_enus

## ■ Six Sigma: Champion Training

Introduction to Six Sigma for Champions Course .....	oper_03_a01_bs_enus
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# BUSINESS SKILLS COURSEWARE

Six Sigma Process Improvement	
Course.....	oper_03_a02_bs_enus
Six Sigma Projects and Project Teams	
Course.....	oper_03_a03_bs_enus
Managing and Deploying Six Sigma	
Course.....	oper_03_a04_bs_enus

## Certified Manager of Quality/Organizational Excellence

Leadership	
Course.....	oper_04_a01_bs_enus
Team Dynamics	
Course.....	oper_04_a02_bs_enus
Developing and Deploying Strategic Plans	
Course.....	oper_04_a03_bs_enus
Managerial Skills and Abilities	
Course.....	oper_04_a04_bs_enus
Communication Skills and Project Management	
Course.....	oper_04_a05_bs_enus
Quality Systems, Models, and Theories	
Course.....	oper_04_a06_bs_enus
Problem-Solving and Process Management Tools	
Course.....	oper_04_a07_bs_enus
Measurement: Assessment and Metrics	
Course.....	oper_04_a08_bs_enus
Customer-Focused Management	
Course.....	oper_04_a09_bs_enus
Supply Chain Management	
Course.....	oper_04_a10_bs_enus
Training and Development	
Course.....	oper_04_a11_bs_enus

## The Foundations of Six Sigma

Lean and Six Sigma	
Course.....	oper_11_a01_bs_enus
Are You Listening to Your Customers?	
Business Impact Series.....	_pc_bi_ssbi001
Quick Wins in Six Sigma Implementation	
Business Impact Series.....	_pc_bi_ssbi002
Six Sigma Versus TQM	
Business Impact Series.....	_pc_bi_ssbi003
Lean Inbound Transportation	
Business Impact Series.....	_pc_bi_ssbi004
A Critical-to-quality Tree - What's That?	
Business Impact Series.....	_pc_bi_ssbi006
Basic Measurement Concepts in Six Sigma	
Business Impact Series.....	_pc_bi_ssbi007
Does Your Business Really Need Six Sigma?	
Challenge Series.....	_pc_ch_ssch001
Identifying Candidates for Key Six Sigma Roles	
Challenge Series.....	_pc_ch_ssch002

## Six Sigma Green Belt: Six Sigma and the Organization

Six Sigma and Organizational Goals	
Course .....	oper_24_a01_bs_enus
Lean Principles and Six Sigma Projects	
Course .....	oper_24_a02_bs_enus
Design for Six Sigma and FMEA	
Course .....	oper_24_a03_bs_enus

## Six Sigma Green Belt: Define

Six Sigma Project Identification	
Course .....	oper_25_a01_bs_enus
Voice of the Customer in Six Sigma	
Course .....	oper_25_a02_bs_enus
Basics of Six Sigma Project Management	
Course .....	oper_25_a03_bs_enus
Six Sigma Management and Planning Tools	
Course .....	oper_25_a04_bs_enus
Performance Metrics for Six Sigma	
Course .....	oper_25_a05_bs_enus
Six Sigma Project Team Dynamics and Performance	
Course .....	oper_25_a06_bs_enus

## Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma	
Course .....	oper_26_a01_bs_enus
Basic Probability and Statistical Distributions in Six Sigma	
Course .....	oper_26_a02_bs_enus
Data Classification, Sampling, and Collection in Six Sigma	
Course .....	oper_26_a03_bs_enus
Statistics and Graphical Presentation in Six Sigma	
Course .....	oper_26_a04_bs_enus
Measurement System Analysis in Six Sigma	
Course .....	oper_26_a05_bs_enus
Process and Performance Capability Measurement in Six Sigma	
Course .....	oper_26_a06_bs_enus

## Six Sigma Green Belt: Analyze

Multi-variate Studies, Correlation, and Linear Regression in Six Sigma	
Course .....	oper_27_a01_bs_enus
Introduction to Hypothesis Testing and Tests for Means in Six Sigma	
Course .....	oper_27_a02_bs_enus
Hypothesis Tests for Variances and Proportions in Six Sigma	
Course .....	oper_27_a03_bs_enus

# BUSINESS SKILLS COURSEWARE

## ■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma Course.....	oper_28_a01_bs_enus
Root Cause Analysis and Waste Elimination in Six Sigma Course.....	oper_28_a02_bs_enus
Cycle Time Reduction and Kaizen in Six Sigma Course.....	oper_28_a03_bs_enus

## ■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma Course.....	oper_29_a01_bs_enus
Creating and Using Control Charts in Six Sigma Course.....	oper_29_a02_bs_enus
Lean Tools for Process Control in Six Sigma Course.....	oper_29_a03_bs_enus

## ■ Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB).....	mntcssgb
Mentoring Assets.....	

## ■ Test Preps

TestPrep Six Sigma Green Belt (SSGB).....	
Testprep Exams .....	oper_ssbg_a02_tp_enus

## BUSINESS STRATEGY AND OPERATIONS

### STRATEGIC PLANNING CURRICULUM

## ■ Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability Course.....	stgy_04_a01_bs_enus
Green Business: Planning Sustainability Strategies Course.....	stgy_04_a02_bs_enus
Green Business: Implementing Sustainability Strategies Course.....	stgy_04_a03_bs_enus
Final Exam: Leading and Implementing Sustainable Green Business Strategies	
Final Exams .....	stgy_04_a01_fe_enus

## ■ The Fundamentals of Globalization

The Fundamentals of Globalization: The Global Context Course.....	stgy_05_a01_bs_enus
Fundamentals of Globalization: Analyzing the Global Environment	
Course.....	stgy_05_a02_bs_enus

The Fundamentals of Globalization: Strategies for Globalization Course .....	stgy_05_a03_bs_enus
Fundamentals of Globalization: Managing in a Global Environment Course .....	stgy_05_a04_bs_enus
Managing Expatriates' Career Development Business Impact Series .....	_pc_bi_mgb011
The Etiquette of Cross-cultural Gift Giving Business Impact Series .....	_pc_bi_spbi015
Evaluating Globalization Opportunities Challenge Series.....	_pc_ch_lach019
Final Exam: The Fundamentals of Globalization	
Final Exams .....	stgy_05_a01_fe_enus

## ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment Course .....	stgy_06_a01_bs_enus
IT Strategy Essentials: Creating an IT Strategy Plan Course .....	stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy Course .....	stgy_06_a03_bs_enus
Final Exam: IT Strategy Essentials	
Final Exams .....	stgy_06_a01_fe_enus

## ■ Business Law Essentials

Business Law Basic Concepts Course .....	stgy_07_a01_bs_enus
Business Law and Ethics Course .....	stgy_07_a02_bs_enus
Business Law and the Manager's Responsibilities Course .....	stgy_07_a03_bs_enus
Final Exam: Business Law Essentials	
Final Exams .....	stgy_07_a01_fe_enus

## ■ Developing Strategic Thinking Acumen

Developing the Capacity to Think Strategically Course .....	stgy_08_a01_bs_enus
Developing the Strategic Thinking Skill of Seeing the Big Picture Course .....	stgy_08_a02_bs_enus
Using Strategic Thinking Skills Course .....	stgy_08_a03_bs_enus
Effective Critical Analysis of Business Reports Business Impact Series .....	_pc_bi_pfbi004
Returning to Core Competencies Business Impact Series .....	_pc_bi_lsbi014
Competitive Awareness and Strategy Challenge Series.....	_pc_ch_lach022

# BUSINESS SKILLS COURSEWARE

Final Exam: Developing Strategic Thinking Acumen  
Final Exams .....stgy\_08\_a01\_fe\_enus

## Risk Management

Risk Management: Identifying Risk  
Course.....stgy\_09\_a01\_bs\_enus  
Risk Management: Assessing Risk  
Course.....stgy\_09\_a02\_bs\_enus  
Risk Management: Dealing with Risk  
Course.....stgy\_09\_a03\_bs\_enus  
Final Exam: Risk Management  
Final Exams .....stgy\_09\_a01\_fe\_enus

## Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan  
Course.....stgy\_10\_a01\_bs\_enus  
Business Planning Essentials: Performing Key Analyses  
Course.....stgy\_10\_a02\_bs\_enus  
Business Planning Essentials: Preparing for Implementation  
Course.....stgy\_10\_a03\_bs\_enus  
Final Exam: Business Planning Essentials  
Final Exams .....stgy\_10\_a01\_fe\_enus

## BUSINESS STRATEGY AND OPERATIONS

### MARKETING CURRICULUM

## Marketing Essentials

Marketing Essentials: Introduction to Marketing  
Course.....mkt\_01\_a01\_bs\_enus  
Marketing Essentials: Planning and People  
Course.....mkt\_01\_a02\_bs\_enus  
Marketing Essentials: Product and Price  
Course.....mkt\_01\_a03\_bs\_enus  
Marketing Essentials: Place  
Course.....mkt\_01\_a04\_bs\_enus  
Marketing Essentials: Promotion  
Course.....mkt\_01\_a05\_bs\_enus  
Marketing Essentials: Marketing and Ethics  
Course.....mkt\_01\_a06\_bs\_enus  
Designing Products to Fit the Channel  
Business Impact Series.....\_pc\_bi\_spbi005  
Using Web Analytics to Increase Sales  
Business Impact Series.....\_pc\_bi\_spbi012  
Trade Show Marketing - Planning Ahead  
Business Impact Series.....\_pc\_bi\_spbi013

## Competitive Marketing Strategies

Competitive Marketing Strategies: Conducting an Internal Analysis  
Course .....mkt\_02\_a01\_bs\_enus  
Competitive Marketing Strategies: Analyzing Competitors  
Course .....mkt\_02\_a02\_bs\_enus  
Competitive Marketing Strategies: Selecting and Implementing Strategies  
Course .....mkt\_02\_a03\_bs\_enus  
Increasing Competitiveness through Collaboration  
Challenge Series.....\_pc\_ch\_lsch006

## Strategic Brand Management

Building Lasting Customer-brand Relationships  
Course .....mkt\_03\_a01\_bs\_enus  
Developing a Brand Internally  
Course .....mkt\_03\_a02\_bs\_enus  
Global Brand Management  
Course .....mkt\_03\_a03\_bs\_enus  
Brand Management for Social Media and Wireless Technologies  
Course .....mkt\_03\_a04\_bs\_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### FINANCE AND ACCOUNTING CURRICULUM

## Finance and Accounting Essentials for Non-financial Professionals

Principles of Accounting and Finance for Non-financial Professionals  
Course .....fin\_02\_a01\_bs\_enus  
Cash Flow Management Essentials for Non-financial Professionals  
Course .....fin\_02\_a02\_bs\_enus  
The Time Value of Money and Investment Decisions for Non-financial Professionals  
Course .....fin\_02\_a03\_bs\_enus  
The Essentials of Budgeting for Non-financial Professionals  
Course .....fin\_02\_a04\_bs\_enus  
Financial Statements for Non-financial Professionals  
Course .....fin\_02\_a05\_bs\_enus  
Analyzing Financial Statements for Non-financial Professionals  
Course .....fin\_02\_a06\_bs\_enus  
Increasing Cash Flow in Times of Need  
Business Impact Series .....\_pc\_bi\_fabi003

# BUSINESS SKILLS COURSEWARE

Attracting New Investors - Keeping Presentations Focused	
Business Impact Series.....	_pc_bi_fabi004
What's Your Gross Profit Margin Really Saying?	
Business Impact Series.....	_pc_bi_fabi006
Recognizing The Value of Intangible Assets	
Business Impact Series.....	_pc_bi_fabi007
Recession: How it Affects Business	
Business Impact Series.....	_pc_bi_fabi008
Assessing Nonrecurring Items in Income Statements	
Business Impact Series.....	_pc_bi_fabi009
The Time Value of Money: Possible Pitfalls	
Business Impact Series.....	_pc_bi_fabi011
Using Financial Analysis for Credit Decisions	
Challenge Series.....	_pc_ch_lach012

## ■ Accounting Fundamentals

Basic Accounting Principles and Framework	
Course.....	fin_03_a01_bs_enus
The Accounting Equation and Financial Statements	
Course.....	fin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting	
Course.....	fin_03_a03_bs_enus
Accounting Transactions and Books of Account	
Course.....	fin_03_a04_bs_enus
Trial Balance & Adjusting Entries	
Course.....	fin_03_a05_bs_enus
The Income Statement	
Course.....	fin_03_a06_bs_enus
The Balance Sheet	
Course.....	fin_03_a07_bs_enus
The Cash Flow Statement	
Course.....	fin_03_a08_bs_enus
Accounting for Companies' Stock Transactions and Dividends	
Course.....	fin_03_a09_bs_enus
Outsourcing Financial Activities	
Business Impact Series.....	_pc_bi_fabi001
Deconstructing the Balance Sheet	
Business Impact Series.....	_pc_bi_fabi010
Final Exam: Accounting Fundamentals	
Final Exams .....	fin_03_a01_fe_enus

## ■ Budgeting Essentials

Organizational Budgeting Activities and the Master Budget	
Course.....	fin_05_a01_bs_enus
Planning and Preparing an Operating Budget	
Course.....	fin_05_a02_bs_enus
Preparing Operating Budgets and the Cash Budget	
Course.....	fin_05_a03_bs_enus
Using Budgets for Management and Control	
Course.....	fin_05_a04_bs_enus

Final Exam: Budgeting Essentials	
Final Exams .....	fin_05_a01_fe_enus

## ■ Auditing Essentials

Introduction to Auditing	
Course .....	fin_06_a01_bs_enus
Auditing for Internal Control and Risk Assessment	
Course .....	fin_06_a02_bs_enus
Auditing the Revenue Cycle	
Course .....	fin_06_a03_bs_enus
Auditing for Cash and Inventories	
Course .....	fin_06_a04_bs_enus
Using Audits to Help Prevent Business Fraud	
Business Impact Series .....	_pc_bi_fabi002
Final Exam: Auditing Essentials	
Final Exams .....	fin_06_a01_fe_enus

## ■ Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process	
Course .....	fin_07_a01_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return	
Course .....	fin_07_a02_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index	
Course .....	fin_07_a03_bs_enus
Capital Budgeting: Capital Allocation	
Course .....	fin_07_a04_bs_enus
Final Exam: Capital Budgeting Essentials	
Final Exams .....	fin_07_a01_fe_enus

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### ADMINISTRATIVE SUPPORT CURRICULUM

## ■ Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks	
Course .....	ad_01_a02_bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss	
Course .....	ad_01_a03_bs_enus
Administrative Professionals: Interacting with Others	
Course .....	ad_01_a04_bs_enus
Administrative Professionals: Putting Your Best Foot Forward	
Course .....	ad_01_a05_bs_enus

# BUSINESS SKILLS COURSEWARE

Essential Skills for Administrative Support Professionals  
Simulation ..... Simulation ..... AD001A

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### HUMAN RESOURCES CURRICULUM

#### ■ Recruiting and Retention Strategies

Recruiting Talent  
Course..... hr\_05\_a01\_bs\_enus  
Retaining Your Talent Pool  
Course..... hr\_05\_a02\_bs\_enus  
Creating a High-Retention Organizational Culture  
Simulation .....  
Simulation ..... HR005A  
Fringe Benefits: Maintaining a Competitive Hiring Advantage  
Business Impact Series..... \_pc\_bi\_hrbi004  
Aligning Recruitment to Job Requirements  
Business Impact Series..... \_pc\_bi\_hrbi001  
Preventing High Turnover Rates: How to Keep The Best  
Business Impact Series..... \_pc\_bi\_mgbi008  
Disciplines of Organizational Learning: Personal Mastery  
Business Impact Series..... \_pc\_bi\_pfbi011  
Surviving the Talent Crunch  
Challenge Series..... \_pc\_ch\_lsch007  
Final Exam: Recruiting and Retention Strategies  
Final Exams ..... hr\_05\_a01\_fe\_enus

#### ■ Essentials of Interviewing and Hiring

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing  
Course..... hr\_06\_a01\_bs\_enus  
Essentials of Interviewing and Hiring: Preparing to Interview  
Course..... hr\_06\_a02\_bs\_enus  
Essentials of Interviewing and Hiring: Conducting an Effective Interview  
Course..... hr\_06\_a03\_bs\_enus  
Essentials of Interviewing and Hiring: Behavioral Interview Techniques  
Course..... hr\_06\_a04\_bs\_enus  
Essentials of Interviewing and Hiring: Selecting the Right Candidate  
Course..... hr\_06\_a05\_bs\_enus  
Guarding Against Interviewing Biases  
Business Impact Series..... \_pc\_bi\_hrbi003  
Conducting Interviews: Asking the Right Questions  
Business Impact Series..... \_pc\_bi\_hrbi014

Creating a Compelling Job Description  
Business Impact Series ..... \_pc\_bi\_hrbi015  
Hiring Strategic Thinkers  
Challenge Series..... \_pc\_ch\_lach011  
Hiring a New Employee  
Challenge Series..... \_pc\_ch\_lach028  
Final Exam: Essentials of Interviewing and Hiring  
Final Exams ..... hr\_06\_a01\_fe\_enus

#### ■ The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic Partner  
Course ..... hr\_07\_a01\_bs\_enus  
HR as Business Partner: Linking HR Functions with Organizational Goals  
Course ..... hr\_07\_a02\_bs\_enus  
HR as Business Partner: Managing Talent for Organizational Success  
Course ..... hr\_07\_a03\_bs\_enus  
HR as Business Partner: Using Metrics and Designing Strategic Initiatives  
Course ..... hr\_07\_a04\_bs\_enus  
Final Exam: The role of HR as a Business Partner  
Final Exams ..... hr\_07\_a01\_fe\_enus

#### ■ Organizational Behavior

Fundamentals of Organizational Behavior for the Individual  
Course ..... hr\_08\_a01\_bs\_enus  
Fundamentals of Organizations – Groups  
Course ..... hr\_08\_a02\_bs\_enus  
Understanding Organizational Power and Politics  
Course ..... hr\_08\_a03\_bs\_enus  
Organizational Structure and Employee Behavior  
Course ..... hr\_08\_a04\_bs\_enus  
Organizational Behavior: Dynamics of a Positive Organizational Culture  
Course ..... hr\_08\_a05\_bs\_enus  
Final Exam: Organizational Behavior  
Final Exams ..... hr\_08\_a01\_fe\_enus

#### ■ Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Human Resources Core Knowledge: Skills, Concepts, and Tools  
Course ..... hr\_09\_a01\_bs\_enus  
Human Resources Core Knowledge: Functions and Activities  
Course ..... hr\_09\_a02\_bs\_enus  
Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_09\_a01\_fe\_enus

# BUSINESS SKILLS COURSEWARE

## ■ Business Management and Strategy (HRCI: PHR/SPHR-aligned)

Business Management and Strategy: The HR Function and Business Environment Course.....	hr_10_a01_bs_enus
Business Management and Strategy: HR and the Strategic Planning Process Course.....	hr_10_a02_bs_enus
Business Management and Strategy: HR Functions and Roles Course.....	hr_10_a03_bs_enus
Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_10_a01_fe_enus

## ■ Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Workforce Planning and Employment: Employment Legislation Course.....	hr_11_a01_bs_enus
Workforce Planning and Employment: Recruitment Strategies Course.....	hr_11_a02_bs_enus
Workforce Planning and Employment: Sourcing and Selecting Candidates Course.....	hr_11_a03_bs_enus
Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies Course.....	hr_11_a04_bs_enus
Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_11_a01_fe_enus

## ■ Human Resource Development (HRCI: PHR/SPHR-aligned)

Human Resource Development: Regulations and Organizational Development Course.....	hr_12_a01_bs_enus
Human Resource Development: Employee Training Course.....	hr_12_a02_bs_enus
Human Resource Development: Performance Appraisal and Talent Management Course.....	hr_12_a03_bs_enus
Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_12_a01_fe_enus

## ■ Compensation and Benefits (HRCI: PHR/SPHR-aligned)

Compensation and Benefits: Regulations, Strategies, and Needs Assessment Course .....	hr_13_a01_bs_enus
Compensation and Benefits: Managing Policies, Programs, and Activities Course .....	hr_13_a02_bs_enus
Compensation and Benefits: Organizational Responsibilities Course .....	hr_13_a03_bs_enus
Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_13_a01_fe_enus

## ■ Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

Employee and Labor Relations: Employment Regulations and Organizational Programs Course .....	hr_14_a01_bs_enus
Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution Course .....	hr_14_a02_bs_enus
Employee and Labor Relations: Unions and Collective Bargaining Course .....	hr_14_a03_bs_enus
Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_14_a01_fe_enus

## ■ Risk Management (HRCI: PHR/SPHR-aligned)

Risk Management: Organizational Risk and Safety and Health Legislation Course .....	hr_15_a01_bs_enus
Risk Management: Workplace Safety, Security, and Privacy Course .....	hr_15_a02_bs_enus
Final Exam: Risk Management (HRCI: PHR/SPHR-aligned) Final Exams .....	hr_15_a01_fe_enus

## ■ Strategic Human Resource Management (HRCI: SPHR-aligned)

Strategic HR for SPHR Exam Candidates Part I Course .....	hr_16_a01_bs_enus
Strategic HR for SPHR Exam Candidates Part II Course .....	hr_16_a02_bs_enus
Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned) Final Exams .....	hr_16_a01_fe_enus

# BUSINESS SKILLS COURSEWARE

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

## GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

### ■ Bank Branch Operations Management

Bank Branch Management: Mortgage and Auto Loans Course.....	fini_01_a01_bs_enus
Bank Branch Management: Payment and Settlement Systems Course.....	fini_01_a02_bs_enus
Bank Branch Management: Teller Roles and Credit Card Operations Course.....	fini_01_a03_bs_enus
Bank Branch Management: Dealing with Operational and Credit Risks Course.....	fini_01_a04_bs_enus
Bank Branch Management: Internal Controls and Banking Technology Course.....	fini_01_a05_bs_enus
Bank Branch Management: Branch Security and Fraud Course.....	fini_01_a06_bs_enus

### ■ Commodity and Energy Markets, Futures, and Forwards

Commodity and Energy Markets and Derivatives Course.....	fini_02_a01_bs_enus
Futures Fundamentals: Commodity, Equity, and Currency Futures Course.....	fini_02_a02_bs_enus
Interest Rate Futures and Forward Rate Agreements Course.....	fini_02_a03_bs_enus

### ■ Insurance Concepts, Types, and Annuities

Insurance Basics, Underwriting, and Actuarial Practices Course.....	fini_03_a01_bs_enus
Life, Health, and General Insurance Course.....	fini_03_a02_bs_enus
Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities Course.....	fini_03_a03_bs_enus

### ■ Mutual Fund Concepts, Portfolio Management, and Regulations

Mutual Funds: Basic Concepts, Structure, and Types Course.....	fini_04_a01_bs_enus
Mutual Funds: Portfolio Management and Accounting Course.....	fini_04_a02_bs_enus

Mutual Funds: Performance Evaluation and Regulations Course .....	fini_04_a03_bs_enus
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### ■ Global Banking Supervision and Anti-Money Laundering Regulations

Banking Supervision and Corporate Governance Course .....	fini_05_a01_bs_enus
Internal Control and Audits in Banks Course .....	fini_05_a02_bs_enus
Special Banking Risks and their Management Course .....	fini_05_a03_bs_enus
Anti-money Laundering and Global Initiatives Course .....	fini_05_a04_bs_enus
Anti-money Laundering and Regulatory Framework Course .....	fini_05_a05_bs_enus

### ■ Bank Risks and Capital Adequacy Planning

Basel Regulations and Capital Adequacy Requirements Course .....	fini_06_a01_bs_enus
Capital Adequacy Planning Approaches Course .....	fini_06_a02_bs_enus

### ■ Basel Regulations and Bank Risk Management

Basel II and Basel III: An Overview Course .....	fini_07_a01_bs_enus
IRB Framework and Risk-rating System Course .....	fini_07_a02_bs_enus
IRB Approach for Corporate and Retail Exposures Course .....	fini_07_a03_bs_enus
Quantification of IRB Systems Course .....	fini_07_a04_bs_enus
Data Maintenance and Oversight for IRB Systems Course .....	fini_07_a05_bs_enus
Basel Regulations and Operational Risk Management Course .....	fini_07_a06_bs_enus
Operational Risk and Advanced Measurement Approach Course .....	fini_07_a07_bs_enus
Operational Risk Identification, Assessment, and Quantification Course .....	fini_07_a08_bs_enus
Operational Risk Management Framework, Process, and Applications Course .....	fini_07_a09_bs_enus

### ■ Basel III and Liquidity Risk Management

Management and Supervision of Liquidity Risk Course .....	fini_08_a01_bs_enus
Liquidity Risk Measurement, Monitoring, and Application of Standards Course .....	fini_08_a02_bs_enus

# BUSINESS SKILLS COURSEWARE

## ■ Counterparty Credit Risk and Credit Rating

Derivative Contracts: Futures, Forwards, Swaps, and Options Course.....	fini_09_a01_bs_enus
Measuring Credit Risk of Derivative Contracts Course.....	fini_09_a02_bs_enus
Mitigating Credit Risk Course.....	fini_09_a03_bs_enus
Credit Rating Systems and Capital Reserves Course.....	fini_09_a04_bs_enus

## ■ Credit Risk Analysis

Credit Analysis and Loan Pricing and Regulations Course.....	fini_10_a01_bs_enus
Financial Analysis for Credit Risk Determination Course.....	fini_10_a02_bs_enus
Nonfinancial Credit and Asset Analysis Course.....	fini_10_a03_bs_enus
Problem Loans and Risk Analysis for Common Loans Course.....	fini_10_a04_bs_enus
Risk Analysis for Specialized Loans Course.....	fini_10_a05_bs_enus

## ■ Credit Derivative Instruments

Credit Derivatives and Credit Risk Course.....	fini_11_a01_bs_enus
Classical Credit Derivatives and Total Return Swaps Course.....	fini_11_a02_bs_enus
Securitization and Asset-backed Securities Course.....	fini_11_a03_bs_enus
Credit-linked and Repackaged Notes Course.....	fini_11_a04_bs_enus
Credit Default Swaps and Credit Spread Options Course.....	fini_11_a05_bs_enus
Credit Derivatives Applications Course.....	fini_11_a06_bs_enus
Credit Derivatives: Pricing and Operational Issues Course.....	fini_11_a07_bs_enus
Credit Derivatives: Regulatory, Legal, and Taxation Issues Course.....	fini_11_a08_bs_enus

## MANAGEMENT AND LEADERSHIP

### MANAGEMENT CURRICULUM

## ■ The Fundamentals of Business Crises Management

Demonstrating Accountability in a Crisis Situation Challenge Series.....	_pc_ch_lach007
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Perseverance and Flexibility in Times of Crisis Challenge Series.....	_pc_ch_lach026
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## ■ Managing Organizational Change

Managing Change: Understanding Change Course .....	mgmt_13_a01_bs_enus
Managing Change: Building Positive Support for Change Course .....	mgmt_13_a02_bs_enus
Managing Change: Dealing with Resistance to Change Course .....	mgmt_13_a03_bs_enus
Managing Change: Sustaining Organizational Change Course .....	mgmt_13_a04_bs_enus
Communicating Properly during Layoffs Business Impact Series .....	_pc_bi_hrbi005
Involving Employees in Corporate Change Business Impact Series .....	_pc_bi_lsbi011
Communicating Organizational Change Business Impact Series .....	_pc_bi_mgb015
Developing People Challenge Series.....	_pc_ch_lach013
Beyond Change: Working with Agility Business Impact Series .....	_pc_bi_pabi009

## ■ Business Coaching Essentials

Business Coaching: Getting Ready to Coach Course .....	mgmt_14_a01_bs_enus
Business Coaching: Conducting Coaching Sessions Course .....	mgmt_14_a02_bs_enus
Business Coaching: Building the Coaching Relationship Course .....	mgmt_14_a03_bs_enus
Business Coaching: Using Different Coaching Styles Course .....	mgmt_14_a04_bs_enus
The Art of Effective Coaching Business Impact Series .....	_pc_bi_lsbi018
Coaching Challenge Series.....	_pc_ch_lach024

## ■ Management Essentials

Management Essentials: Directing Others Course .....	mgmt_15_a01_bs_enus
Management Essentials: Delegating Course .....	mgmt_15_a02_bs_enus
Management Essentials: Developing Your Direct Reports Course .....	mgmt_15_a03_bs_enus
Management Essentials: Confronting Difficult Employee Behavior Course .....	mgmt_15_a04_bs_enus
Management Essentials: Managing a Diverse Team Course .....	mgmt_15_a05_bs_enus

# BUSINESS SKILLS COURSEWARE

Management Essentials: Treating Your Direct Reports Fairly Course.....	mgmt_15_a06_bs_enus
Management Essentials: Caring about Your Direct Reports Course.....	mgmt_15_a07_bs_enus
Acting Decisively Challenge Series.....	_pc_ch_lach034
Employee Dismissal Challenge Series.....	_pc_ch_lach038
Managing Fairly Business Impact Series.....	_pc_bi_mgb016

## ■ First Time Manager Essentials

First Time Manager: Understanding a Manager's Role Course.....	mgmt_16_a01_bs_enus
First Time Manager: Challenges Course.....	mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations Course.....	mgmt_16_a03_bs_enus
Making the Move Into Management Challenge Series.....	_pc_ch_lach029

## ■ Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals Course.....	mgmt_17_a01_bs_enus
Performance Appraisal Essentials: Conducting Traditional Appraisals Course.....	mgmt_17_a02_bs_enus
Performance Appraisal Essentials: 360-degree Appraisals Course.....	mgmt_17_a03_bs_enus
Preparing for Your Performance Appraisal Business Impact Series.....	_pc_bi_pfbi017

## ■ Talent Management Essentials

Talent Management: Basics Course.....	mgmt_18_a01_bs_enus
Talent Management: Planning Course.....	mgmt_18_a02_bs_enus
Talent Management: Acquiring Talent Course.....	mgmt_18_a03_bs_enus
Talent Management: Developing and Engaging Talent Course.....	mgmt_18_a04_bs_enus
Talent Management: Retaining Talent Course.....	mgmt_18_a05_bs_enus
Attracting and Retaining Talent Challenge Series.....	_pc_ch_lach021

## ■ Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management Course .....	mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management Course .....	mgmt_19_a02_bs_enus
Managing Technical Professionals Course .....	mgmt_19_a03_bs_enus

## ■ Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees Course .....	mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team Course .....	mgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-century Generation Mix Course .....	mgmt_20_a03_bs_enus
Managing an Aging Workforce Business Impact Series .....	_pc_bi_mgb005
Developing the Next Generation Business Impact Series .....	_pc_bi_lsbi007
Understanding the Motives of Millennials Business Impact Series .....	_pc_bi_mgb014

## ■ Managing Experts

Meeting the Needs of Your Experts Course .....	mgmt_21_a01_bs_enus
Overcoming Challenges When Managing Experts Course .....	mgmt_21_a02_bs_enus
Managing Top Performers Is Always Easy...Right? Business Impact Series .....	_pc_bi_hrbi013
Recognizing Natural Leaders Challenge Series.....	_pc_ch_lsch001

## ■ Advanced Management Skills

Developing a High-performance Organization Course .....	mgmt_23_a01_bs_enus
Cross-functional Strategic Management Course .....	mgmt_23_a02_bs_enus
Managing for Rapid Change and Uncertainty Course .....	mgmt_23_a03_bs_enus
Managing High Performers Course .....	mgmt_23_a04_bs_enus
Managing New Managers Course .....	mgmt_23_a05_bs_enus
Managing Experienced Managers Course .....	mgmt_23_a06_bs_enus
Developing Adaptable Managers Business Impact Series .....	_pc_bi_mgb013

# BUSINESS SKILLS COURSEWARE

Employee Engagement	
Challenge Series .....	_pc_ch_mgch006
Delivering Bad News Effectively	
Challenge Series .....	_pc_ch_lach033
Building Upward Relationships	
Challenge Series .....	_pc_ch_lach039

## ■ Strategies for Successful Employee On-boarding

Strategies for Successful Employee Onboarding: An Introduction	
Course.....	mgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting Started	
Course.....	mgmt_24_a02_bs_enus
Strategies for Successful Employee Onboarding: Assessing Program Success	
Course.....	mgmt_24_a03_bs_enus

## ■ Managing during Difficult Times

Communicating during Difficult Times	
Course.....	mgmt_25_a01_bs_enus
Managing Resources during Difficult Times	
Course.....	mgmt_25_a02_bs_enus
Managing Attitudes during Difficult Times	
Course.....	mgmt_25_a03_bs_enus

## ■ Dismissing an Employee

Preparing to Dismiss an Employee	
Course.....	mgmt_26_a01_bs_enus
Managing the Dismissal of an Employee	
Course.....	mgmt_26_a02_bs_enus

## ■ Delegation Essentials

Delegation Essentials: An Introduction to Delegating	
Course.....	mgmt_27_a01_bs_enus
Delegation Essentials: The Delegation Process	
Course.....	mgmt_27_a02_bs_enus
Delegation Essentials: Overcoming Delegation Problems	
Course.....	mgmt_27_a03_bs_enus
Delegating Appropriate Tasks	
Business Impact Series.....	_pc_bi_mgb007
Developing Employees through Delegation	
Challenge Series.....	_pc_ch_lach017

## ■ Business Execution

Business Execution: Understanding the Fundamentals	
Course.....	mgmt_28_a01_bs_enus

Business Execution: Crafting a Business Strategy that Executes	
Course .....	mgmt_28_a02_bs_enus
Business Execution: Linking Strategy to People and Operations	
Course .....	mgmt_28_a03_bs_enus
Business Execution: Monitoring and Evaluating Initiatives	
Course .....	mgmt_28_a04_bs_enus
Fostering a Business Execution Culture	
Business Impact Series .....	_pc_bi_lsbi008
Performance Dashboard or Scorecard?	
Business Impact Series .....	_pc_bi_mgb012

## ■ Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals	
Course .....	mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	
Course .....	mgmt_29_a02_bs_enus
Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	
Course .....	mgmt_29_a03_bs_enus
Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	
Course .....	mgmt_29_a04_bs_enus

## ■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities	
Course .....	mgmt_30_a01_bs_enus
Thinking Like a CFO: Making Financial Decisions	
Course .....	mgmt_30_a02_bs_enus
Thinking Like a CFO: Preparing and Presenting a Business Case	
Course .....	mgmt_30_a03_bs_enus
Thinking Like a CFO: Managing Risk	
Course .....	mgmt_30_a04_bs_enus

## ■ Essentials of Facilitating

Using Facilitation Skills as a Manager	
Course .....	mgmt_31_a01_bs_enus
Facilitating Collaborative Processes	
Course .....	mgmt_31_a02_bs_enus
Challenges of Facilitating	
Course .....	mgmt_31_a03_bs_enus

## ■ Effectively Managing Top Performers

Engaging Top Performers	
Course .....	mgmt_33_a01_bs_enus
Retaining Top Performers	
Course .....	mgmt_33_a02_bs_enus

# BUSINESS SKILLS COURSEWARE

Overcoming Challenges of Managing Top Performers  
Course..... mgmt\_33\_a03\_bs\_enus

## ■ Managing Problem Performance

Recognizing and Diagnosing Problem Performance  
Course..... mgmt\_34\_a01\_bs\_enus  
First Steps for Turning Around a Performance Problem  
Course..... mgmt\_34\_a02\_bs\_enus  
Using Progressive Discipline to Correct Problem  
Performance  
Course..... mgmt\_34\_a03\_bs\_enus  
Preventing Problem Performance  
Course..... mgmt\_34\_a04\_bs\_enus  
Underperforming Employee – Now What?  
Business Impact Series..... \_pc\_bi\_hrbi010  
Managing Performance  
Challenge Series..... \_pc\_ch\_lach002

## ■ Difficult Conversations

Preparing for a Difficult Conversation  
Course..... mgmt\_36\_a01\_bs\_enus  
Having a Difficult Conversation  
Course..... mgmt\_36\_a02\_bs\_enus  
Handling Difficult Conversations Effectively  
Course..... mgmt\_36\_a03\_bs\_enus

## ■ Performance Management

Planning for Performance  
Course..... mgmt\_37\_a01\_bs\_enus  
Monitoring and Improving Performance  
Course..... mgmt\_37\_a02\_bs\_enus  
Reviewing and Rewarding Performance  
Course..... mgmt\_37\_a03\_bs\_enus

# MANAGEMENT AND LEADERSHIP

## LEADERSHIP CURRICULUM

### ■ Leadership Essentials

Leadership Essentials: Motivating Employees  
Course..... lead\_05\_a01\_bs\_enus  
Leadership Essentials: Communicating Vision  
Course..... lead\_05\_a02\_bs\_enus  
Leadership Essentials: Building Your Influence as a Leader  
Course..... lead\_05\_a03\_bs\_enus  
Leadership Essentials: Leading with Emotional Intelligence  
Course..... lead\_05\_a04\_bs\_enus

Leadership Essentials: Leading Business Execution  
Course ..... lead\_05\_a05\_bs\_enus  
Leadership Essentials: Leading Innovation  
Course ..... lead\_05\_a06\_bs\_enus  
Leadership Essentials: Leading Change  
Course ..... lead\_05\_a07\_bs\_enus  
Leadership Essentials: Creating Your Own Leadership Development Plan  
Course ..... lead\_05\_a08\_bs\_enus  
Motivating Employees and Leading Change Simulation  
Simulation ..... LEAD005A  
Leading Teams through Change  
Business Impact Series ..... \_pc\_bi\_lsbi003  
Leading Outside the Organization  
Business Impact Series ..... \_pc\_bi\_lsbi005  
Knowing When to Take Leadership Risks  
Business Impact Series ..... \_pc\_bi\_lsbi006  
Wanted - Innovation Leaders  
Business Impact Series ..... \_pc\_bi\_lsbi013  
Developing a Business Execution Culture  
Challenge Series ..... \_pc\_ch\_lach001  
Leading Change  
Challenge Series ..... \_pc\_ch\_lach004  
Leader as Motivator  
Challenge Series ..... \_pc\_ch\_lach008  
Leading Innovation  
Challenge Series ..... \_pc\_ch\_lach010  
Crafting an Organizational Vision  
Challenge Series ..... \_pc\_ch\_lach040  
Motivating Human Behavior  
Challenge Series ..... \_pc\_ch\_lsch002  
Communicating a Shared Vision  
Business Impact Series ..... \_pc\_bi\_lsbi001  
The Emotionally Intelligent Leader  
Challenge Series ..... \_pc\_ch\_lach014

### ■ Employee Engagement

The Benefits and Challenges of Engaging Employees  
Course ..... lead\_06\_a01\_bs\_enus  
Maintaining an Engaging Organization  
Course ..... lead\_06\_a02\_bs\_enus

### ■ Creating a Positive Work Environment

Creating and Maintaining a Positive Work Environment  
Course ..... lead\_07\_a01\_bs\_enus

### ■ Developing a Culture of Learning

Fundamentals of Organizational Learning  
Course ..... lead\_08\_a01\_bs\_enus

# BUSINESS SKILLS COURSEWARE

Establishing the Conditions for a Learning Culture Course.....	lead_08_a02_bs_enus
Developing Learning Practices Course.....	lead_08_a03_bs_enus
Evaluating and Sustaining Organizational Learning Course.....	lead_08_a04_bs_enus

## ■ Effective Succession Planning

Initiating Succession Planning Course.....	lead_09_a01_bs_enus
Effective Succession Planning: Determining a Talent Pool for Key Positions Course.....	lead_09_a02_bs_enus
Implementing and Assessing a Succession Planning Program Course.....	lead_09_a03_bs_enus
Succession Planning Business Impact Series.....	_pc_bi_lsbi002
Succession Planning and Management Programs Challenge Series.....	_pc_ch_lsch004

## ■ Making Cross-Functional Teams Work

Cross-functional Team Fundamentals Course.....	lead_10_a01_bs_enus
Key Strategies for Managing Cross-functional Teams Course.....	lead_10_a02_bs_enus
Managing Internal Dynamics in a Cross-functional Team Course.....	lead_10_a03_bs_enus
Using Conflict to an Organization's Advantage Business Impact Series.....	_pc_bi_mgb002
Mediating Project Team Conflict Business Impact Series.....	_pc_bi_pfbi006
Facilitating Work-related Conflict Discussions Business Impact Series.....	_pc_bi_pfbi015

## ■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization: Mission and Goals Course.....	lead_11_a01_bs_enus
Setting and Managing Priorities within the Organization: Deciphering Priorities Course.....	lead_11_a02_bs_enus
Setting and Managing Priorities within the Organization: Motivation Course.....	lead_11_a03_bs_enus
Setting and Managing Priorities within the Organization: Communication Course.....	lead_11_a04_bs_enus
Do You Share Your Organization's Values? Business Impact Series.....	_pc_bi_pabi006

## ■ The Voice of Leadership

The Voice of Leadership: Inspirational Leadership Course .....	lead_13_a01_bs_enus
The Voice of Leadership: Self-assessment and Motivation Course .....	lead_13_a02_bs_enus
The Voice of Leadership: Effective Leadership Communication Strategies Course .....	lead_13_a03_bs_enus
The Voice of Leadership: The Power of Leadership Messaging Course .....	lead_13_a04_bs_enus

## PROFESSIONAL EFFECTIVENESS

### COMMUNICATION CURRICULUM

## ■ How to Write an Effective Internal Business Case

Preparing a Business Case Course .....	comm_01_a01_bs_enus
Writing a Business Case Course .....	comm_01_a02_bs_enus
Presenting Your Case Course .....	comm_01_a03_bs_enus

## ■ E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively Course .....	comm_17_a01_bs_enus
Addressing and Redistributing E-mail Course .....	comm_17_a02_bs_enus
Managing Your E-mail Course .....	comm_17_a03_bs_enus
Final Exam: E-mail Essentials for Business Final Exams .....	comm_17_a01_fe_enus

## ■ Telephone Essentials for Business

Essential Skills for Professional Telephone Calls Course .....	comm_18_a01_bs_enus
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## ■ Business Writing Basics

Business Writing: Know Your Readers and Your Purpose Course .....	comm_19_a01_bs_enus
Business Writing: How to Write Clearly and Concisely Course .....	comm_19_a02_bs_enus
Business Writing: Editing and Proofreading Course .....	comm_19_a03_bs_enus
Writing for Business Business Impact Series .....	_pc_bi_pabi012
Written Communication Challenge Series.....	_pc_ch_pach015

# BUSINESS SKILLS COURSEWARE

Final Exam: Business Writing Basics  
Final Exams ..... comm\_19\_a01\_fe\_enus

## ■ Business Grammar Basics

Business Grammar: Parts of Speech  
Course.....comm\_20\_a01\_bs\_enus  
Business Grammar: Working with Words  
Course.....comm\_20\_a02\_bs\_enus  
Business Grammar: The Mechanics of Writing  
Course.....comm\_20\_a03\_bs\_enus  
Business Grammar: Punctuation  
Course.....comm\_20\_a04\_bs\_enus  
Business Grammar: Sentence Construction  
Course.....comm\_20\_a05\_bs\_enus  
Business Grammar: Common Usage Errors  
Course.....comm\_20\_a06\_bs\_enus  
Final Exam: Business Grammar Basics  
Final Exams ..... comm\_20\_a01\_fe\_enus

## ■ Interpersonal Communication

Interpersonal Communication: Communicating with Confidence  
Course.....comm\_21\_a01\_bs\_enus  
Interpersonal Communication: Targeting Your Message  
Course.....comm\_21\_a02\_bs\_enus  
Interpersonal Communication: Listening Essentials  
Course.....comm\_21\_a03\_bs\_enus  
Interpersonal Communication: Communicating Assertively  
Course.....comm\_21\_a04\_bs\_enus  
Interpersonal Communication: Being Approachable  
Course.....comm\_21\_a05\_bs\_enus  
Making Yourself Approachable  
Business Impact Series.....\_pc\_bi\_pabi011  
Asserting Yourself in the Workplace  
Challenge Series.....\_pc\_ch\_pach016  
Final Exam: Interpersonal Communication  
Final Exams ..... comm\_21\_a01\_fe\_enus

## ■ Workplace Conflict

Workplace Conflict: Recognizing and Responding to Conflict  
Course.....comm\_22\_a01\_bs\_enus  
Workplace Conflict: Strategies for Resolving Conflicts  
Course.....comm\_22\_a02\_bs\_enus  
Confrontation: What's the Best Approach  
Business Impact Series.....\_pc\_bi\_mgb009  
Personal Conflict Styles  
Business Impact Series.....\_pc\_bi\_pabi002  
Coping with Accusations in the Workplace  
Challenge Series.....\_pc\_ch\_lsch003

Managing Conflict  
Challenge Series.....\_pc\_ch\_lach009  
Conflict: Avoid, Confront, or Delay?  
Challenge Series.....\_pc\_ch\_pach004

## ■ Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People  
Course ..... comm\_23\_a01\_bs\_enus  
Working with Difficult People: How to Work with Aggressive People  
Course ..... comm\_23\_a02\_bs\_enus  
Working with Difficult People: How to Work with Negative People  
Course ..... comm\_23\_a03\_bs\_enus  
Working with Difficult People: How to Work with Procrastinators  
Course ..... comm\_23\_a04\_bs\_enus  
Working with Difficult People: How to Work with Manipulative People  
Course ..... comm\_23\_a05\_bs\_enus  
Working with Difficult People: How to Work with Self-serving People  
Course ..... comm\_23\_a06\_bs\_enus  
Working with Difficult People: Dealing with Micromanagers  
Course ..... comm\_23\_a07\_bs\_enus  
Coping with Aggressive Behavior in the Workplace  
Business Impact Series ..... \_pc\_bi\_pabi008  
Blame Backfires--Conquer Negative Thinking  
Business Impact Series ..... \_pc\_bi\_pfbi003  
Reacting to Co-workers Who Try Taking Advantage  
Challenge Series.....\_pc\_ch\_pfch003

## ■ Negotiation Essentials

Negotiation Essentials: What Is Negotiation?  
Course ..... comm\_24\_a01\_bs\_enus  
Negotiation Essentials: Planning for Negotiation  
Course ..... comm\_24\_a02\_bs\_enus  
Negotiation Essentials: Communicating  
Course ..... comm\_24\_a03\_bs\_enus  
Negotiation Essentials: Persuading  
Course ..... comm\_24\_a04\_bs\_enus  
Negotiation Essentials: Avoiding Pitfalls in Negotiations  
Course ..... comm\_24\_a05\_bs\_enus  
Negotiation Essentials  
Simulation ..... COMM024A  
Effective Body Language in Negotiations  
Business Impact Series ..... \_pc\_bi\_pfbi013  
Vendor Negotiations: Choosing the Best Approach  
Challenge Series.....\_pc\_ch\_lach032

# BUSINESS SKILLS COURSEWARE

## ■ Emotional Intelligence Essentials

What is Emotional Intelligence?	
Course.....	comm_25_a01_bs_enus
Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	
Course.....	comm_25_a02_bs_enus
Using Emotional Intelligence on the Job	
Course.....	comm_25_a03_bs_enus
Emotional Intelligence at Work Simulation	COMM025A
How High Is Your EQ?	
Business Impact Series.....	_pc_bi_pfbi009
Emotional Intelligence at Work Challenge Series.....	_pc_ch_pach014

## ■ Fundamentals of Cross Cultural Communication

Culture and Its Effect on Communication	
Course.....	comm_26_a01_bs_enus
Communicating Across Cultures	
Course.....	comm_26_a02_bs_enus
Improving Communication in Cross-cultural Relationships	
Course.....	comm_26_a03_bs_enus
Communicating with a Cross-cultural Audience	
Business Impact Series.....	_pc_bi_pfbi020
Dispute Resolution in International Contracts Challenge Series.....	_pc_ch_lsch005

## ■ Getting Results without Direct Authority

Getting Results without Direct Authority: Building Relationships and Credibility	
Course.....	comm_27_a01_bs_enus
Getting Results without Direct Authority: Persuasive Communication	
Course.....	comm_27_a02_bs_enus
Getting Results without Direct Authority: Reciprocity	
Course.....	comm_27_a03_bs_enus
Getting Results without Direct Authority: Influencing Your Boss	
Course.....	comm_27_a04_bs_enus
Influencing Key Decision Makers	
Business Impact Series.....	_pc_bi_lsbi015
Influence and Persuasion Challenge Series.....	_pc_ch_lach016

## ■ Listening Essentials

Listening Essentials: The Basics of Listening	
Course.....	comm_28_a01_bs_enus

Listening Essentials: Improving Your Listening Skills Course .....	comm_28_a02_bs_enus
Effective Listening Challenge Series.....	_pc_ch_lach030
Listening with Skill Challenge Series.....	_pc_ch_pach002
Final Exam: Listening Essentials	
Final Exams .....	comm_28_a01_fe_enus

## ■ Constructive Feedback and Criticism

Giving Feedback	
Course .....	comm_29_a01_bs_enus
Giving Constructive Criticism	
Course .....	comm_29_a02_bs_enus
Receiving Feedback and Criticism	
Course .....	comm_29_a03_bs_enus
Criticism in Context	
Business Impact Series .....	_pc_bi_pfbi016
Giving Appropriate Feedback Challenge Series.....	_pc_ch_lach006
Giving Feedback to Coworkers Challenge Series.....	_pc_ch_pach006

## ■ Anger Management Essentials

Anger Management Essentials: Understanding Anger	
Course .....	comm_30_a01_bs_enus
Anger Management Essentials: Managing and Controlling Anger	
Course .....	comm_30_a02_bs_enus

## ■ Communicating Effectively with the 'C' Level

Preparing to Communicate Effectively at the 'C' Level	
Course .....	comm_31_a01_bs_enus
Techniques for Communicating Effectively with Senior Executives	
Course .....	comm_31_a02_bs_enus

## ■ Running Effective Business Meetings

Preparing for Effective Business Meetings	
Course .....	comm_32_a01_bs_enus
Managing Effective Business Meetings	
Course .....	comm_32_a02_bs_enus
Dealing with Common Meeting Problems	
Course .....	comm_32_a03_bs_enus
When Too Many Meetings Are Just Too Much	
Business Impact Series .....	_pc_bi_pfbi008
Making Meetings Work	
Business Impact Series .....	_pc_bi_pfbi018
Managing Meetings for Productivity and Effectiveness	
Challenge Series.....	_pc_ch_lach031

# BUSINESS SKILLS COURSEWARE

## ■ Basic Presentation Skills

Basic Presentation Skills: Planning a Presentation Course.....	comm_33_a01_bs_enus
Basic Presentation Skills: Creating a Presentation Course.....	comm_33_a02_bs_enus
Basic Presentation Skills: Delivering a Presentation Course.....	comm_33_a03_bs_enus
Handling Difficult Questions as a Presenter Business Impact Series.....	_pc_bi_pabi007

## ■ Communicate with Diplomacy and Tact

The Impact of Situation and Style When Communicating with Diplomacy and Tact Course.....	comm_34_a01_bs_enus
Strategies for Communicating with Tact and Diplomacy Course.....	comm_34_a02_bs_enus
Delivering a Difficult Message with Diplomacy and Tact Course.....	comm_34_a03_bs_enus

## ■ Professional Networking Essentials

Professional Networking Essentials: Finding Opportunities To Make Connections Course.....	comm_38_a01_bs_enus
Professional Networking Essentials: Developing Confidence Course.....	comm_38_a02_bs_enus

## ■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning Course.....	ib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing Techniques Course.....	ib_wstp_a02_it_enus

## PROFESSIONAL EFFECTIVENESS

### FOUNDATION SKILLS CURRICULUM

## ■ Basic Business Math

Basic Business Math: Using Whole Numbers and Decimals Course.....	fnd_01_a01_bs_enus
Basic Business Math: Percentages and Ratios Course.....	fnd_01_a02_bs_enus
Basic Business Math: Averages and Equations Course.....	fnd_01_a03_bs_enus
Basic Business Math: Charts and Graphs Course.....	fnd_01_a04_bs_enus

## PROFESSIONAL EFFECTIVENESS

### PERSONAL DEVELOPMENT CURRICULUM

## ■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability Course .....	pd_05_a01_bs_enus
Managing from Within: Self-empowerment Course .....	pd_05_a02_bs_enus
Goals and Setting Goals Course .....	pd_05_a03_bs_enus
Creating a Positive Attitude Course .....	pd_05_a04_bs_enus
Pursuing Successful Lifelong Learning Course .....	pd_05_a05_bs_enus
Doing Business Professionally Simulation Simulation .....	PD005A

## ■ Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life Balance Course .....	pd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life Balance Course .....	pd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of Your Stress Course .....	pd_06_a03_bs_enus
Balancing Your Responsibilities Simulation Simulation .....	PD006A
Employee Exhaustion: Managing a Well-balanced Workload Business Impact Series .....	_pc_bi_mgb010
Managing Workplace Stress Business Impact Series .....	_pc_bi_hrb006
Creating Work/Life Balance Challenge Series.....	_pc_ch_lach036

## ■ Diversity on the Job

Diversity on the Job: The Importance of Diversity and the Changing Workplace Course .....	pd_07_a01_bs_enus
Diversity on the Job: Diversity and You Course .....	pd_07_a02_bs_enus
Developing Workplace Diversity Awareness Simulation Simulation .....	PD007A
Understanding Workplace Diversity Business Impact Series .....	_pc_bi_hrb002
Managing Diversity Challenge Series.....	_pc_ch_lach015

# BUSINESS SKILLS COURSEWARE

## ■ Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee Course.....	pd_08_a01_bs_enus
Telecommuting Basics: Communication Strategies for the Remote Employee Course.....	pd_08_a02_bs_enus

## ■ Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas: Enhancing Your Creativity Course.....	pd_09_a01_bs_enus
Generating Creative and Innovative Ideas: Maximizing Team Creativity Course.....	pd_09_a02_bs_enus
Generating Creative and Innovative Ideas: Verifying and Building on Ideas Course.....	pd_09_a03_bs_enus
Executing Innovation Business Impact Series.....	_pc_bi_lsb016
Getting Ready to Present Challenge Series.....	_pc_ch_pach018
Creativity: Developing and Communicating Ideas Challenge Series.....	_pc_ch_pach025
Promoting Creative Thinking Challenge Series.....	_pc_ch_lach035

## ■ Managing Your Career

Managing Your Career: Creating a Plan Course.....	pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track Course.....	pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials Course.....	pd_10_a03_bs_enus
Managing Your Career: You and Your Boss Course.....	pd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance Appraisal Course.....	pd_10_a05_bs_enus
Conquering Career Stagnation Business Impact Series.....	_pc_bi_pfbi019
Developing Your Career Challenge Series.....	_pc_ch_lach037
Building and Managing Upward Relationships Challenge Series.....	_pc_ch_pach008
Planning Your Career Challenge Series.....	_pc_ch_pach013
Exploring Self-development Challenge Series.....	_pc_ch_pach023

Managing Your Relationship with Your Boss Simulation Simulation .....	PD010A
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## ■ Effective Time Management

Time Management: Analyzing Your Use of Time Course .....	pd_11_a01_bs_enus
Time Management: Planning and Prioritizing Your Time Course .....	pd_11_a02_bs_enus
Time Management: Avoiding Time Stealers Course .....	pd_11_a03_bs_enus
Coping with Information Overload Business Impact Series .....	_pc_bi_pfbi002
Prioritizing Personal and Professional Responsibilities Business Impact Series .....	_pc_bi_mgb003
Planning for Interruptions Helps with Procrastination Business Impact Series .....	_pc_bi_pfbi014
Setting and Managing Priorities Challenge Series.....	_pc_ch_lach018
Coping with Conflicting Priorities Challenge Series.....	_pc_ch_pach005
Setting Goals Challenge Series.....	_pc_ch_pach007
Getting Time under Control Challenge Series.....	_pc_ch_pach021

## ■ Problem Solving and Decision-Making Strategies

Problem Solving: The Fundamentals Course .....	pd_12_a01_bs_enus
Problem Solving: Determining and Building Your Strengths Course .....	pd_12_a02_bs_enus
Problem Solving: Digging Deeper Course .....	pd_12_a03_bs_enus
Decision Making: The Fundamentals Course .....	pd_12_a04_bs_enus
Decision Making: Tools and Techniques Course .....	pd_12_a05_bs_enus
Decision Making: Making Tough Decisions Course .....	pd_12_a06_bs_enus
Uncovering the Root Problem Challenge Series.....	_pc_ch_lach003
Playing the Devil's Advocate in Decision Making Business Impact Series .....	_pc_bi_pfbi005
Turning Problems Around with Reverse Brainstorming Business Impact Series .....	_pc_bi_lsb017
Problem Solving: Process, Tools, and Techniques Challenge Series.....	_pc_ch_pach003

## ■ Dealing with Organizational Change

Understanding Organizational Change Course .....	pd_13_a01_bs_enus
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# BUSINESS SKILLS COURSEWARE

Preparing for Organizational Change	
Course.....	pd_13_a02_bs_enus
Embracing Organizational Change	
Course.....	pd_13_a03_bs_enus
Managing the Stress of Organizational Change	
Business Impact Series.....	pc_bi_mgb004
The Importance of Flexibility in the Workplace	
Business Impact Series.....	pc_bi_pfbi007
Developing Organizational Agility	
Challenge Series.....	pc_ch_pach024

## Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?	
Course.....	pd_14_a01_bs_enus
Critical Thinking Essentials: Applying Critical Thinking Skills	
Course.....	pd_14_a02_bs_enus
Critical Thinking	
Challenge Series.....	pc_ch_lach025

## Building and Maintaining Trust

Building Trust	
Course.....	pd_15_a01_bs_enus
Rebuilding Trust	
Course.....	pd_15_a02_bs_enus
Rebuilding Trust	
Business Impact Series.....	pc_bi_pabi005
The Fruits of Integrity: Building Trust at Work	
Challenge Series.....	pc_ch_pach012

## Personal Productivity Improvement

Personal Productivity Improvement: Managing Your Workspace	
Course.....	pd_16_a01_bs_enus
Personal Productivity: Self-organization and Overcoming Procrastination	
Course.....	pd_16_a02_bs_enus
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	
Course.....	pd_16_a03_bs_enus

## Peer Relationships

The Value of Peer Relationships	
Course.....	pd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization	
Course.....	pd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work	
Course.....	pd_17_a03_bs_enus

Peer Political Styles	
Business Impact Series .....	_pc_bi_pabi010
Building Better Relationships through Understanding Challenge Series.....	pc_ch_pach017
Building Peer Relationships	
Challenge Series.....	pc_ch_pach019

## Business Ethics

Introduction to Workplace Ethics	
Course .....	pd_18_a01_bs_enus
Developing a Code of Ethical Conduct	
Course .....	pd_18_a02_bs_enus
Ethical Decision-making in the Workplace	
Course .....	pd_18_a03_bs_enus
Do You Share Your Organization's Values?	
Business Impact Series .....	pc_bi_pabi006
Office Politics – What Will You Do?	
Challenge Series.....	pc_ch_pfch004
Ethics, Integrity, and Trust	
Challenge Series.....	pc_ch_lach005
The Ethics Enigma	
Challenge Series.....	pc_ch_pach020

## Living and Working Abroad in the United States

American Work Culture and Values	
Course .....	pd_19_a01_bs_enus
Key Aspects of the American Work Environment	
Course .....	pd_19_a02_bs_enus
Communicating Successfully in the American Workplace	
Course .....	pd_19_a03_bs_enus
Succeeding in the American Workplace	
Course .....	pd_19_a04_bs_enus

## Interviewing Strategies for the Interviewee

Preparing for an Internal Interview	
Course .....	pd_21_a01_bs_enus
Making a Positive Impression in an Internal Interview	
Course .....	pd_21_a02_bs_enus

## Campus to Corporate

Campus to Corporate: Meeting New Expectations	
Course .....	pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image	
Course .....	pd_22_a02_bs_enus

## Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches	
Course .....	pd_23_a01_bs_enus

# BUSINESS SKILLS COURSEWARE

Public Speaking Strategies: Confident Public Speaking Course.....pd\_23\_a02\_bs\_enus

## Performance under Pressure

Developing the Right Attitude for Performing under Pressure  
Course.....pd\_24\_a01\_bs\_enus  
Taking Action for Performing under Pressure  
Course.....pd\_24\_a02\_bs\_enus  
Performing with Others under Pressure  
Course.....pd\_24\_a03\_bs\_enus

## Business Etiquette and Professionalism

Developing Your Reputation of Professionalism with Business Etiquette  
Course.....pd\_25\_a01\_bs\_enus  
Professionalism, Business Etiquette, and Personal Accountability  
Course.....pd\_25\_a02\_bs\_enus  
Communicating with Professionalism and Etiquette  
Course.....pd\_25\_a03\_bs\_enus  
Using Business Etiquette to Build Professional Relationships  
Course.....pd\_25\_a04\_bs\_enus  
Disciplines of Organizational Learning: Personal Mastery  
Business Impact Series.....pc\_bi\_pfbi011  
Safe Small Talk  
Business Impact Series.....pc\_bi\_pfbi012  
Reframing Negative Situations  
Business Impact Series.....pc\_bi\_hrbi008  
Managing Goals  
Challenge Series.....pc\_ch\_lach027  
Broadening Your Learning Horizons  
Business Impact Series.....pc\_bi\_pabi013  
Targeting Personal Learning  
Challenge Series.....pc\_ch\_pach022

## Perseverance and Resilience

Developing Character for Perseverance and Resilience  
Course.....pd\_26\_a01\_bs\_enus  
Achieving Goals through Perseverance and Resilience  
Course.....pd\_26\_a02\_bs\_enus  
Bouncing Back with Perseverance and Resilience  
Course.....pd\_26\_a03\_bs\_enus  
Perseverance: Flexibility in Action  
Business Impact Series.....pc\_bi\_pabi004  
Persevering through Setbacks  
Challenge Series.....pc\_ch\_pach011

## Decisiveness

Developing Character for Decisiveness  
Course .....pd\_27\_a01\_bs\_enus  
Overcoming the Barriers to Decisiveness  
Course .....pd\_27\_a02\_bs\_enus

## Writing Under Pressure

Writing under Pressure: Preparing for Success  
Course .....pd\_28\_a01\_bs\_enus  
Writing under Pressure: The Writing Process  
Course .....pd\_28\_a02\_bs\_enus

## PROJECT EFFECTIVENESS

### PROJECT MANAGEMENT CURRICULUM

## Project Management for Non-Project Managers

Project Management Fundamentals  
Course .....proj\_01\_a01\_bs\_enus  
Transitioning into a Project Management Role  
Course .....proj\_01\_a02\_bs\_enus  
Initiating and Planning a Project  
Course .....proj\_01\_a03\_bs\_enus  
Managing a Project  
Course .....proj\_01\_a04\_bs\_enus  
Troubleshooting and Closing the Project  
Course .....proj\_01\_a05\_bs\_enus  
Project Management for Non-Project Managers  
Simulation .....PROJ001A  
Managing Projects with No Direct Authority  
Business Impact Series .....pc\_bi\_pmbi001  
Supporting Project Managers  
Challenge Series.....pc\_ch\_lach042  
Ensuring Management Buy-in on a Project  
Business Impact Series .....pc\_bi\_pmbi002  
Managing Conflict in Project Teams  
Business Impact Series .....pc\_bi\_pmbi003  
Managing Scope on a Project  
Business Impact Series .....pc\_bi\_pmbi004  
Weighing the Costs of Project Change  
Business Impact Series .....pc\_bi\_pmbi005  
Managing Vendor Relationships  
Business Impact Series .....pc\_bi\_pmbi006  
Anticipating and Solving Problems as a Project Champion  
Business Impact Series .....pc\_bi\_pmbi007  
Addressing Stakeholder Conflicts  
Business Impact Series .....pc\_bi\_pmbi008  
Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series .....pc\_bi\_pmbi009

# BUSINESS SKILLS COURSEWARE

Controlling Project Cost  
Business Impact Series ..... \_pc.bi.pmbi010  
Project Management Essentials  
Challenge Series ..... \_pc.ch.lach041

## ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course ..... proj\_19\_a01\_bs\_enus  
Project Management Overview (PMBOK® Guide Fifth Edition)  
Course ..... proj\_19\_a02\_bs\_enus  
Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course ..... proj\_19\_a03\_bs\_enus

## ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)  
Course ..... proj\_20\_a01\_bs\_enus  
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)  
Course ..... proj\_20\_a02\_bs\_enus  
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)  
Course ..... proj\_20\_a03\_bs\_enus

## ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)  
Course ..... proj\_21\_a01\_bs\_enus  
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)  
Course ..... proj\_21\_a02\_bs\_enus  
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)  
Course ..... proj\_21\_a03\_bs\_enus

## ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)  
Course ..... proj\_22\_a01\_bs\_enus  
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)  
Course ..... proj\_22\_a02\_bs\_enus

Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)  
Course ..... proj\_22\_a03\_bs\_enus

## ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Costs (PMBOK® Guide Fifth Edition)  
Course ..... proj\_23\_a01\_bs\_enus  
Controlling Project Costs (PMBOK® Guide Fifth Edition)  
Course ..... proj\_23\_a02\_bs\_enus

## ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

Plan Quality Management (PMBOK® Guide Fifth Edition)  
Course ..... proj\_24\_a01\_bs\_enus  
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)  
Course ..... proj\_24\_a02\_bs\_enus

## ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Human Resources (PMBOK® Guide Fifth Edition)  
Course ..... proj\_25\_a01\_bs\_enus  
Managing Project Human Resources (PMBOK® Guide Fifth Edition)  
Course ..... proj\_25\_a02\_bs\_enus

## ■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)  
Course ..... proj\_26\_a01\_bs\_enus  
Control Project Communications (PMBOK® Guide Fifth Edition)  
Course ..... proj\_26\_a02\_bs\_enus

## ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

Risk Management Planning (PMBOK® Guide Fifth Edition)  
Course ..... proj\_27\_a01\_bs\_enus  
Identifying Project Risks (PMBOK® Guide Fifth Edition)  
Course ..... proj\_27\_a02\_bs\_enus  
Performing Risk Analysis (PMBOK® Guide Fifth Edition)  
Course ..... proj\_27\_a03\_bs\_enus  
Risk Response and Control (PMBOK® Guide Fifth Edition)  
Course ..... proj\_27\_a04\_bs\_enus

## BUSINESS SKILLS COURSEWARE

### ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	
Course.....	proj_28_a01_bs_enus
Managing Procurements (PMBOK® Guide Fifth Edition)	
Course.....	proj_28_a02_bs_enus

### ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

Project Stakeholder Management (PMBOK® Guide Fifth Edition)	
Course.....	proj_29_a01_bs_enus
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	
Course.....	proj_29_a02_bs_enus

### ■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management	
Course.....	proj_16_a01_bs_enus
Program Life Cycle and Benefits Management	
Course.....	proj_16_a02_bs_enus

### ■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management	
Course.....	proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards	
Course.....	proj_15_a02_bs_enus

### ■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management	
Course.....	proj_17_a01_bs_enus
IT Project Management Essentials: Initiating and Planning IT Projects	
Course.....	proj_17_a02_bs_enus
IT Project Management Essentials: Executing IT Projects	
Course.....	proj_17_a03_bs_enus
IT Project Management Essentials: Monitoring and Controlling IT Projects	
Course.....	proj_17_a04_bs_enus
IT Project Management Essentials: Managing Risks in an IT Project	
Course.....	proj_17_a05_bs_enus
IT Project Management Essentials: Testing Deliverables and Closing IT Projects	
Course.....	proj_17_a06_bs_enus

### ■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project	
Course .....	proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract	
Course .....	proj_18_a02_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team	
Course .....	proj_18_a03_bs_enus
Managing Software Project Outsourcing: Dealing with Risks	
Course .....	proj_18_a04_bs_enus

### ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials	
Course .....	ib_pmag_a01_it_enus
Adopting an Agile Approach to Project Management	
Course .....	ib_pmag_a02_it_enus
An Overview of Agile Methodologies	
Course .....	ib_pmag_a03_it_enus
Overview of the Scrum Development Process	
Course .....	ib_pmag_a04_it_enus
Agile Planning: Project Initiating and Requirements Gathering	
Course .....	ib_pmag_a05_it_enus
Agile Planning: Doing Estimates and Completing the Release Plan	
Course .....	ib_pmag_a06_it_enus
Planning and Monitoring Iterations on an Agile Project	
Course .....	ib_pmag_a07_it_enus
Leading an Agile Team	
Course .....	ib_pmag_a08_it_enus
Managing Stakeholder Engagement on an Agile Project	
Course .....	ib_pmag_a09_it_enus
Ensuring Delivery of Value and Quality in Agile Projects	
Course .....	ib_pmag_a10_it_enus
Core PMI® Values and Ethical Standards	
Course .....	proj_15_a02_bs_enus

### ■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2: 2009-aligned)	
Course .....	ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2: 2009-aligned)	
Course .....	ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2: 2009-aligned)	
Course .....	ib_prin_a03_it_enus

# BUSINESS SKILLS COURSEWARE

Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)	
Course.....	ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)	
Course.....	ib_prin_a05_it_enus
Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)	
Course.....	ib_prin_a06_it_enus

Power and Politics in Matrixed Teams Challenge Series.....	_pc_ch_mgch002
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## ■ Leading Teams

Leading Teams: Launching a Successful Team Course .....	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines Course .....	team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture Course .....	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment Course .....	team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration Course .....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance Course .....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict Course .....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams Course .....	team_03_a08_bs_enus
Building Trust Incrementally Business Impact Series .....	_pc_bi_lsb004
Inspiring Your Team Business Impact Series .....	_pc_bi_lsbi010
Support Your Leader Business Impact Series .....	_pc_bi_pfbi010
Choosing the Right Team Culture Challenge Series.....	_pc_ch_pfch006
Managing Communications in a Virtual Team Business Impact Series .....	_pc_bi_mgb001
Building and Leading Teams Challenge Series.....	_pc_ch_lach023
Meeting Team Performance Challenges Challenge Series.....	_pc_ch_pach010

## ■ Mentoring Assets

Mentoring PRINCE2: Foundation	
Mentoring Assets.....	mntpri2f
Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	
Mentoring Assets.....	mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.	
Mentoring Assets.....	mntcapm5ed

# BUSINESS SKILLS COURSEWARE

Business Analysis Requirements Elicitation Course.....	ib_buap_a04_it_enus
Business Analysis Requirements Management and Communication Course.....	ib_buap_a05_it_enus
Business Analysis: Enterprise Analysis Course.....	ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis Course.....	ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements Course.....	ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation Course.....	ib_buap_a09_it_enus
Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned Final Exams .....	ib_buap_a01_fe_enus

## SALES AND CUSTOMER FACING SKILLS

### SALES CURRICULUM

#### Sales Foundations

Introduction to Sales Course.....	sale_01_a01_bs_enus
Strategic Sales Planning Course.....	sale_01_a02_bs_enus
Preparing for Successful Sales Course.....	sale_01_a03_bs_enus
Developing Strong Customer Relationships Course.....	sale_01_a04_bs_enus
Working within the Sales Culture of Your Organization Course.....	sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach Course.....	sale_01_a06_bs_enus
Don't Only Go for the Big Fish Business Impact Series.....	_pc_bi_spbi009
The Ethics of Gift Giving Business Impact Series.....	_pc_bi_spbi014
Using Persuasion Techniques to Boost Sales Business Impact Series.....	_pc_bi_spbi018
Get it Together: Organizing Your Sales Approach Business Impact Series.....	_pc_bi_sabi002
Presentations That Get People Talking Business Impact Series.....	_pc_bi_sabi003
Initiating Discovery Meetings Challenge Series.....	_pc_ch_sach001
The Proof Is in the Proposal Challenge Series.....	_pc_ch_sach003
Building Momentum in Discovery Meetings Business Impact Series.....	_pc_bi_sabi011

Using Customer Knowledge to Advance Sales Challenge Series.....	_pc_ch_sach006
Appealing to Prospects Business Impact Series .....	_pc_bi_sabi012
Getting Your Head around Pipeline Management Business Impact Series .....	_pc_bi_sabi013
Prospecting Strategically Challenge Series.....	_pc_ch_sach011
Responding to News of a Lost Sale Challenge Series.....	_pc_ch_sach017

#### Sales Negotiations

Negotiation Skills for Sales Professionals: Preparing to Negotiate Course .....	sale_02_a01_bs_enus
Negotiation Skills for Sales Professionals: Value Exchange Course .....	sale_02_a02_bs_enus
Negotiation Skills for Sales Professionals: Reaching Agreement Course .....	sale_02_a03_bs_enus
Talking Value with Your Customers Business Impact Series .....	_pc_bi_sabi004
Dealing with Questions, Objections, and Resistance Business Impact Series .....	_pc_bi_sabi005
Dealing with Negotiation Challenges Business Impact Series .....	_pc_bi_sabi009
Negotiating Contract Terms Challenge Series.....	_pc_ch_pach001
Communicating Your Company's Value Challenge Series.....	_pc_ch_sach004
Turning Obstacles into Opportunities Challenge Series.....	_pc_ch_sach005
Negotiating with Your Customer Challenge Series.....	_pc_ch_sach009

#### Solution Selling

Solution Selling: Mastering the Essentials Course .....	sale_03_a01_bs_enus
Solution Selling: Meeting an Active Need Course .....	sale_03_a02_bs_enus
Solution Selling: Creating New Opportunities Course .....	sale_03_a03_bs_enus
Turning Potential Customers into Allies Challenge Series.....	_pc_ch_sach008
Preparing to Implement Solutions Challenge Series.....	_pc_ch_sach010
Managing Implementation Problems Business Impact Series .....	_pc_bi_sabi010
Connecting Customers and Solutions Business Impact Series .....	_pc_bi_sabi008

# BUSINESS SKILLS COURSEWARE

## ■ Strategic Account Sales Skills

Selling to Key Players	
Business Impact Series .....	_pc.bi.spbi001
Planning for Effective Selling	
Business Impact Series .....	_pc.bi.spbi004
Building Profitable Customer Relationships	
Business Impact Series .....	_pc.bi.spbi017
Crafting Sales Strategies	
Challenge Series .....	_pc.ch.spch002
Performance Payout Plans	
Challenge Series .....	_pc.ch.spch004
Sales and Marketing: Two Sides of the Same Coin?	
Business Impact Series .....	_pc.bi.spbi011
Connecting the Dots: Insightful Account Management	
Business Impact Series .....	_pc.bi.sabi016
Succeeding in Account Management	
Challenge Series .....	_pc.ch.sach015

Talking about the Competition	
Business Impact Series .....	_pc.bi.sabi017
Responding to Bad News	
Business Impact Series .....	_pc.bi.sabi018
Communicating a High-impact Business Case	
Business Impact Series .....	_pc.bi.sabi019
Selling with Trust	
Challenge Series .....	_pc.ch.sach014
Using Competitive Selling Skills	
Challenge Series .....	_pc.ch.sach016
Making the Cold Call	
Business Impact Series .....	_pc.bi.sabi020
Aligning Your Business Case to Customer Priorities	
Challenge Series .....	_pc.ch.sach018
Effective Sales Coaching	
Challenge Series .....	_pc.ch.sach020

## SALES AND CUSTOMER FACING SKILLS

### CUSTOMER SERVICE CURRICULUM

## ■ Sales Management

Storming: Developing and Leading Your Sales Team	
Business Impact Series .....	_pc.bi.spbi003
Sales Support Roles for Better Customer Interaction	
Business Impact Series .....	_pc.bi.spbi007
Succeeding in Account Management	
Challenge Series .....	_pc.ch.sach015
Gaining Access through Cold Calls	
Challenge Series .....	_pc.ch.sach019

## ■ Frontline Call Center Skills

The Importance of Call Tracking and Ticketing	
Business Impact Series .....	_pc.bi.ctbi003
Creating an Effective On-hold Message	
Business Impact Series .....	_pc.bi.ctbi008
Aligning Agent Behaviors with Caller Types	
Business Impact Series .....	_pc.bi.ctbi010

## ■ Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling	
Course .....	_sale_05_a01_bs_enus
Essential Selling Skills: Qualifying Sales Prospects	
Course .....	_sale_05_a02_bs_enus
Essential Selling Skills: Closing the Sale	
Course .....	_sale_05_a03_bs_enus
Effective Cold Calling	
Business Impact Series .....	_pc.bi.sabi007
Prompting Action through Focused Communication	
Business Impact Series .....	_pc.bi.sabi014
Regaining Your Customer's Trust	
Business Impact Series .....	_pc.bi.sabi015
Getting Organized to Meet Your Sales Goals	
Challenge Series .....	_pc.ch.sach002
Making Contact: Access Strategies	
Challenge Series .....	_pc.ch.sach007
Managing a Sales Pipeline	
Challenge Series .....	_pc.ch.sach012
Demonstrating Business Acumen	
Challenge Series .....	_pc.ch.sach013

## ■ Inbound Call Center Management

Converting a Call Center to a Profit Center	
Business Impact Series .....	_pc.bi.ctbi001
Managing Your Call Center More Efficiently	
Business Impact Series .....	_pc.bi.ctbi002
Customer Service Training - The Interview and Beyond	
Business Impact Series .....	_pc.bi.ctbi004
Disaster Recovery - Keeping the Lines Open	
Business Impact Series .....	_pc.bi.ctbi005
Preventing Agent Absenteeism through Better Working Conditions	
Business Impact Series .....	_pc.bi.ctbi006
Prioritizing Rewards and Recognition in Call Centers	
Business Impact Series .....	_pc.bi.ctbi011

## ■ ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	
Course .....	.ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	
Course .....	.ib_itlv_a02_it_enus

# BUSINESS SKILLS COURSEWARE

ITIL® 2011 Edition Foundation: Service Strategy Processes Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes Course.....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies Course.....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement Course.....	ib_itlv_a09_it_enus

## ■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture Course.....	ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework Course.....	ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits Course.....	ib_ovvx_a03_it_enus

## ■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management Course.....	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management Course.....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions Course.....	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment Course.....	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges Course.....	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management Course.....	ib_iosb_a07_it_enus

ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Course .....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management Course .....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Course .....	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course .....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Course .....	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities Course .....	ib_iosb_a13_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations Course .....	ib_iosb_a14_it_enus

## ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Course .....	cust_06_a01_bs_enus
Support Center Services and Work Environment Course .....	cust_06_a02_bs_enus
Team and Customer Relationships Course .....	cust_06_a03_bs_enus

## ■ Customer Service Representative, Skills

Customer Interactions Course .....	cust_07_a01_bs_enus
Communication Skills Course .....	cust_07_a02_bs_enus
Conflict, Stress, and Time Management Course .....	cust_07_a03_bs_enus

## ■ Customer Service Representative, Process

Customer Service Processes and Procedures Course .....	cust_08_a01_bs_enus
Quality in a Support Center Course .....	cust_08_a02_bs_enus
Support Center Tools, Technologies and Metrics Course .....	cust_08_a03_bs_enus
Dealing with Irrational Customers and Escalating Complaints Course .....	cust_08_a04_bs_enus

# BUSINESS SKILLS COURSEWARE

## ■ Customer Service Fundamentals

Customer Service Fundamentals: Building Rapport in Customer Relationships	
Course.....	cust_09_a01_bs_enus
Customer Service in the Field	
Course.....	cust_09_a02_bs_enus
Customer Service over the Phone	
Course.....	cust_09_a03_bs_enus
Internal Customer Service	
Course.....	cust_09_a04_bs_enus
Customer Service Confrontation and Conflict	
Course.....	cust_09_a05_bs_enus
Shaping the Direction of Customer Service in Your Organization	
Course.....	cust_09_a06_bs_enus
Aligning Performance to Key Indicators	
Business Impact Series.....	_pc_bi_ctbi007
The Angry Caller: What's Your Plan?	
Business Impact Series.....	_pc_bi_spbi016

## ■ Customer Focus

Identifying and Managing Customer Expectations	
Course.....	cust_10_a01_bs_enus
Creating and Sustaining a Customer-focused Organization	
Course.....	cust_10_a02_bs_enus
Customer-focused Interaction	
Course.....	cust_10_a03_bs_enus
Listening to Your Customers	
Business Impact Series.....	_pc_bi_spbi002
Creating a Customer-focused Organization	
Challenge Series.....	_pc_ch_lach020
Developing Your Customer Focus	
Challenge Series.....	_pc_ch_pach009

## ■ Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships	
Course.....	cust_11_a01_bs_enus
Customer Advocacy: Enhancing the Customer Experience	
Course.....	cust_11_a02_bs_enus
Customer Advocacy: Supporting Customer Advocacy	
Course.....	cust_11_a03_bs_enus

## SALES AND CUSTOMER FACING SKILLS

### INDUSTRY FOUNDATIONS

## ■ Industry Overviews

The Telecommunications Industry Overview: Version 3	
Course.....	indo_01_a11_bs_enus

The Health Care Industry Overview: Version 3	
Course .....	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 3	
Course .....	indo_01_a13_bs_enus
The Banking Industry Overview: Version 3	
Course .....	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 3	
Course .....	indo_01_a15_bs_enus
The Retail Industry Overview: Version 3	
Course .....	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3	
Course .....	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 4	
Course .....	indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3	
Course .....	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 3	
Course .....	indo_01_a20_bs_enus
The Education Industry Overview: Version 1	
Course .....	indo_01_a21_bs_enus
The Utilities Industry Overview: Version 1	
Course .....	indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 1	
Course .....	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 1	
Course .....	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 1	
Course .....	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 1	
Course .....	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 1	
Course .....	indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 1	
Course .....	indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3	
Course .....	indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 3	
Course .....	indo_01_a30_bs_enus
The Agriculture Industry Overview	
Course .....	indo_01_a31_bs_enus

## SALES AND CUSTOMER FACING SKILLS

### TESTPREPS

## ■ Test Preps

TestPrep ITIL Foundation	
Testprep Exams.....	ib_itlv_a01_tp_enus

## SALES AND CUSTOMER FACING SKILLS

## BUSINESS SKILLS COURSEWARE

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring ITIL Foundation  
Mentoring Assets..... mntitv3f

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

#### Workplace Health, Safety and Security

Access to Employee Medical and Exposure Records
Course.....esh_sah_a35_sh_enus
Accident Investigation and Reporting
Course.....esh_sah_a62_sh_enus
Active Shooter
Course.....esh_sah_b92_sh_enus
Aerial Work Platforms
Course.....esh_sah_b66_sh_enus
Ammonia Safety
Course.....esh_sah_b48_sh_enus
Asbestos
Course.....esh_sah_a37_sh_enus
Back Safety and Injury Prevention
Course.....esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors
Course.....esh_sah_a71_sh_enus
Benzene Awareness
Course.....esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness
Course.....esh_sah_b19_sh_enus
Carcinogen Safety
Course.....esh_sah_a81_sh_enus
Chemical Process Safety
Course.....esh_sah_a82_sh_enus
Chemical Process Safety Management
Course.....esh_sah_b51_sh_enus
Chlorine Safety
Course.....esh_sah_a03_sh_enus
Cold Stress
Course.....esh_sah_a50_sh_enus
Combustible Dust
Course.....esh_sah_b46_sh_enus
Compressed Gas Safety
Course.....esh_sah_a55_sh_enus
Computer Ergonomics
Course.....esh_sah_a63_sh_enus
Confined Spaces
Course.....esh_sah_a28_sh_enus
Construction Safety Orientation
Course.....esh_sah_a84_sh_enus

Crane Signaling and Communications
Course .....esh_sah_b67_sh_enus
Cryogenic Safety
Course .....esh_sah_a04_sh_enus
Electrical Safety
Course .....esh_sah_b15_sh_enus
Electrostatic Discharge Safety Training
Course .....esh_sah_a07_sh_enus
Emergency and Disaster Preparedness
Course .....esh_sah_b18_sh_enus
Emergency Response in the Workplace
Course .....esh_sah_b27_sh_enus
Ergonomics in the Workplace
Course .....esh_sah_b25_sh_enus
Fall Protection
Course .....esh_sah_b22_sh_enus
Fire Safety and Prevention
Course .....esh_sah_b20_sh_enus
First Aid: Automated External Defibrillator
Course .....esh_sah_a72_sh_enus
First Aid: Basic
Course .....esh_sah_b34_sh_enus
First Aid: CPR
Course .....esh_sah_a73_sh_enus
First Aid: Medical Emergencies
Course .....esh_sah_a74_sh_enus
Forklift Operation 1: Safety Inspection and Maintenance
Course .....esh_sah_b76_sh_enus
Forklift Operation 2: Stability and Capacity
Course .....esh_sah_b78_sh_enus
Forklift Operation 3: Load Handling
Course .....esh_sah_b77_sh_enus
Forklift Operation 4: Traveling and Maneuvering
Course .....esh_sah_b79_sh_enus
Forklift Safety Awareness
Course .....esh_sah_b28_sh_enus
Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
Course .....esh_sah_a56_sh_enus
Hand and Power Tool Safety
Course .....esh_sah_b33_sh_enus
Hazard Communication: An Employee's Right to Know
Course .....esh_sah_b23_sh_enus
Hazardous Material Handling and Storage
Course .....esh_sah_a20_sh_enus
Hazardous Materials in the Workplace
Course .....esh_sah_a36_sh_enus
Hazards to Outdoor Workers
Course .....esh_sah_b47_sh_enus
Hearing Conservation
Course .....esh_sah_b24_sh_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Heat Stress Recognition and Prevention  
Course.....esh\_sah\_a39\_sh\_enus

Hexavalent Chromium  
Course.....esh\_sah\_a41\_sh\_enus

Hot Work Permits  
Course.....esh\_sah\_a51\_sh\_enus

Hydrogen Sulfide  
Course.....esh\_sah\_a86\_sh\_enus

Indoor Hoisting and Rigging  
Course.....esh\_sah\_a60\_sh\_enus

Industrial Ergonomics  
Course.....esh\_sah\_b30\_sh\_enus

Injury and Illness Prevention Program (I2P2)  
Course.....esh\_sah\_b50\_sh\_enus

Introduction to Industrial Hygiene  
Course.....esh\_sah\_a15\_sh\_enus

Isocyanates  
Course.....Esh\_sah\_b89\_sh\_enus

Job Hazard Analysis  
Course.....esh\_sah\_b29\_sh\_enus

Laboratory Safety  
Course.....esh\_sah\_a85\_sh\_enus

Ladder Safety  
Course.....esh\_sah\_b31\_sh\_enus

Laser Safety Training  
Course.....esh\_sah\_a87\_sh\_enus

Lead and Cadmium  
Course.....esh\_sah\_a02\_sh\_enus

Lead Awareness (Replacements Available)  
Course.....esh\_sah\_a88\_sh\_enus

Lead Awareness in Construction  
Course.....esh\_sah\_b93\_sh\_enus

Lead Awareness in General Industry  
Course.....Esh\_sah\_b88\_sh\_enus

Liquefied Petroleum Gas (LPG) Safety  
Course.....esh\_sah\_a89\_sh\_enus

Lockout/Tagout  
Course.....esh\_sah\_b17\_sh\_enus

Lockout/Tagout for Authorized Persons  
Course.....esh\_sah\_a08\_sh\_enus

Machine Guarding  
Course.....esh\_sah\_b16\_sh\_enus

Mobile Crane Operator Safety  
Course.....esh\_sah\_b68\_sh\_enus

Mold Awareness  
Course.....esh\_sah\_a01\_sh\_enus

NFPA 1600 Business Continuity Programs  
Course.....esh\_sec\_a02\_sh\_enus

NFPA 1600 Disaster/Emergency Management  
Course.....esh\_sec\_a01\_sh\_enus

NFPA 70E Electrical Safety in the Workplace 2012 Edition  
Course .....esh\_sah\_a78\_sh\_enus

Non-Ionizing Radiation Safety  
Course .....esh\_sah\_a09\_sh\_enus

Office Ergonomics  
Course .....esh\_sah\_a64\_sh\_enus

Office Safety  
Course .....esh\_sah\_b83\_sh\_enus

OSHA 300 Recordkeeping  
Course .....esh\_sah\_a83\_sh\_enus

Pandemic Flu Awareness  
Course .....esh\_sah\_a10\_sh\_enus

Portable Fire Extinguishers  
Course .....esh\_sah\_a42\_sh\_enus

Powered Industrial Truck Safety  
Course .....esh\_sah\_b84\_sh\_enus

PPE: Body Protection  
Course .....esh\_sah\_a66\_sh\_enus

PPE: Eye and Face Protection  
Course .....esh\_sah\_a68\_sh\_enus

PPE: Foot and Leg Protection  
Course .....esh\_sah\_a67\_sh\_enus

PPE: Hand Protection  
Course .....esh\_sah\_a70\_sh\_enus

PPE: Head Protection  
Course .....esh\_sah\_a69\_sh\_enus

PPE: Personal Protective Equipment  
Course .....esh\_sah\_a17\_sh\_enus

Radiation Safety  
Course .....esh\_sah\_a90\_sh\_enus

Radio Frequency Safety for Communications Workers  
Course .....esh\_sah\_b49\_sh\_enus

Regulatory Information  
Course .....esh\_sah\_a91\_sh\_enus

Respiratory Protection  
Course .....esh\_sah\_b26\_sh\_enus

Rigging Equipment and Inspection  
Course .....esh\_sah\_b82\_sh\_enus

Safe Work Practices  
Course .....esh\_sah\_a52\_sh\_enus

Safety Data Sheets  
Course .....esh\_sah\_a77\_sh\_enus

Scaffolding and Ladder Safety  
Course .....esh\_sah\_a32\_sh\_enus

Scissor Lifts  
Course .....esh\_sah\_b65\_sh\_enus

Signs and Tags  
Course .....esh\_sah\_a45\_sh\_enus

Silica  
Course .....esh\_sah\_b80\_sh\_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Slips, Trips, and Falls	
Course.....	esh_sah_b32_sh_enus
Sprains and Strains	
Course.....	esh_sah_a11_sh_enus
Trenching and Excavation Safety	
Course.....	esh_sah_a54_sh_enus
Tuberculosis: Prevention and Control	
Course.....	esh_sah_a92_sh_enus
Warehouse Safety	
Course.....	esh_sah_b81_sh_enus
Welding, Cutting, and Brazing	
Course.....	esh_sah_a61_sh_enus
Workplace Inspections	
Course.....	esh_sah_a40_sh_enus
Workplace Safety Orientation	
Course.....	esh_sah_a65_sh_enus
Workplace Security Awareness	
Course.....	esh_sah_a93_sh_enus

## ■ Hazardous Waste Operations and Emergency Response Annual 8-hour Refresher Module

Hazard Communication (HAZWOPER)	
Course.....	esh_sah_a80_sh_enus
Emergency Response and Spill Control (HAZWOPER)	
Course.....	esh_sah_b07_sh_enus
Fire and Explosion Hazards (HAZWOPER)	
Course.....	esh_sah_b08_sh_enus
Heat and Cold Exposure Management (HAZWOPER)	
Course.....	esh_sah_b09_sh_enus
Regulatory Overview (HAZWOPER)	
Course.....	esh_sah_b10_sh_enus
Site Control (HAZWOPER)	
Course.....	esh_sah_b11_sh_enus
Site Safety and Health Plan Procedures (HAZWOPER)	
Course.....	esh_sah_b12_sh_enus
Toxicology (HAZWOPER)	
Course.....	esh_sah_b13_sh_enus
Personal Protective Equipment (HAZWOPER)	
Course.....	esh_sah_b14_sh_enus
Decontamination (HAZWOPER)	
Course.....	esh_sah_b06_sh_enus

## ■ Environmental

Environmental Regulations Overview	
Course.....	esh_sah_a99_sh_enus
Environmental Management Systems (EMS)	
Course.....	esh_env_a01_sh_enus
Hazardous Waste Generator (RCRA)	
Course.....	esh_sah_a34_sh_enus

Spill Prevention and Control	
Course .....	esh_sah_b01_sh_enus
Spill Prevention, Control, and Countermeasure Plan	
Course .....	esh_sah_b02_sh_enus
Storm Water Pollution Prevention	
Course .....	esh_sah_b03_sh_enus
Universal Waste Rule Training	
Course .....	esh_sah_b04_sh_enus
Used Oil Management	
Course .....	esh_sah_b05_sh_enus

## ■ Transportation - Safe Driving

Defensive Driving: Truck Safety	
Course .....	esh_sah_a12_sh_enus
Flagging Safety	
Course .....	esh_sah_a75_sh_enus
Safe Vehicle Backing	
Course .....	esh_sah_a76_sh_enus
Defensive Driving Fundamentals	
Course .....	esh_sah_b21_sh_enus
Defensive Driving	
Course .....	esh_sah_b45_sh_enus
Urban Driving	
Course .....	esh_sah_b59_sh_enus
Accident Procedures Involving Large Vehicles	
Course .....	esh_sah_b52_sh_enus
Collision Avoidance	
Course .....	esh_sah_b54_sh_enus
Distracted Driving	
Course .....	esh_sah_b55_sh_enus
Emergency Situations While Driving	
Course .....	esh_sah_b56_sh_enus
Trailer Coupling and Uncoupling	
Course .....	esh_sah_b69_sh_enus
Ergonomics and Injury Prevention for Commercial Vehicle Operators	
Course .....	esh_sah_b70_sh_enus
Flatbed Cargo Securement	
Course .....	esh_sah_b71_sh_enus
Hazardous Weather Driving for Commercial Vehicle Operators	
Course .....	esh_sah_b72_sh_enus
Negotiating Hazards for Commercial Vehicles	
Course .....	esh_sah_b74_sh_enus
Loading Dock Safety	
Course .....	esh_sah_b75_sh_enus

## ■ Federal Motor Carrier Safety

DOT Drug and Alcohol Awareness	
Course .....	esh_trns_a01_sh_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

DOT: CSA Fundamentals	
Course.....	esh_sah_b60_sh_enus
DOT: Air Brakes	
Course.....	esh_sah_b53_sh_enus
DOT: Hours of Service	
Course.....	esh_sah_b57_sh_enus
DOT: Inspections	
Course.....	esh_sah_b73_sh_enus

## Hazardous Materials Transportation by Road

DOT Security for Shipment of Hazardous Materials	
Course.....	esh_trns_a02_sh_enus
DOT 1: Hazardous Materials Table	
Course.....	esh_sah_b41_sh_enus
DOT 2: Packaging, Labeling, Marking, and Placarding	
Course.....	esh_sah_b42_sh_enus
DOT 3: Shipping Papers	
Course.....	esh_sah_b43_sh_enus
DOT 4: Loading and Storage	
Course.....	esh_sah_b44_sh_enus

## Hazardous Materials Transportation by Air

IATA 1: Hazard Class Identification/Classification	
Course.....	esh_sah_a94_sh_enus
IATA 2: Marking and Labeling	
Course.....	esh_sah_a95_sh_enus
IATA 3: Packaging	
Course.....	esh_sah_a96_sh_enus
IATA 4: Documentation	
Course.....	esh_sah_a97_sh_enus
IATA 5: Limitations and Shipment Review	
Course.....	esh_sah_a98_sh_enus

## Dangerous Goods Shipment by Sea

IMDG 4: Loading, Unloading, and Offering Dangerous Goods	
Course.....	esh_sah_a79_sh_enus
IMDG 1: Introduction, General Provisions, and Classifications	
Course.....	esh_sah_a57_sh_enus
IMDG 2: Dangerous Goods List, Special Provisions and Exceptions	
Course.....	esh_sah_a58_sh_enus
IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation	
Course.....	esh_sah_a59_sh_enus

# CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

## Safety and Health

Confined Space Entry – Canada	
Course .....	esh_sah_b35_sh_enus
Defensive Driving Fundamentals – Canada	
Course .....	esh_sah_b86_sh_enus
Fall Prevention Awareness - Canada	
Course .....	esh_sah_b38_sh_enus
Hearing Conservation - Canada	
Course .....	esh_sah_b37_sh_enus
Ladder and Scaffolding Safety - Canada	
Course .....	esh_sah_b40_sh_enus
Lockout/Tagout – Canada	
Course .....	esh_sah_b36_sh_enus
Occupational Health and Safety Awareness: Ontario Reg. 297/13 – Canada	
Course .....	Esh_sah_b90_sh_enus
Respiratory Protection - Canada	
Course .....	esh_sah_b39_sh_enus
Transport Canada TDG: Documents, Markings, and Containers	
Course .....	esh_sah_b62_sh_enus
Transport Canada TDG: Introduction and Responsibilities	
Course .....	esh_sah_b61_sh_enus
Transport Canada TDG: Related Regulations and Standards	
Course .....	esh_sah_b64_sh_enus
Transport Canada TDG: Special Situations and Emergency Actions	
Course .....	esh_sah_b63_sh_enus
Workplace Hazardous Materials Information System - Canada	
Course .....	esh_sah_b85_sh_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

# LEGAL COMPLIANCE COURSEWARE

## LEGAL COMPLIANCE COURSEWARE

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### COMPLIANCE

#### Global Content

Global Anti-bribery Course.....	Ichr_01_a48_lc_enus
Global Antitrust Course.....	Ichr_01_a50_lc_enus
Global Conflicts of Interest Course.....	Ichr_01_a58_lc_enus
Global Export Compliance Course.....	Ichr_01_a87_lc_enus
Global Insider Dealing Course.....	Ichr_01_a57_lc_enus
Global Privacy and Information Security Course.....	Ichr_01_a51_lc_enus
Preventing Harassment in the Global Workplace – Employee Edition Course.....	Ichr_01_a18_lc_enus
Preventing Harassment in the Global Workplace – Manager Edition Course.....	Ichr_01_a19_lc_enus
The Internet, Social Media, and Electronic Communication Course.....	Ichr_01_a63_lc_enus

#### EU Content

EU Antitrust Course.....	Ichr_01_a60_lc_enus
EU Privacy and Information Security Course.....	Ichr_01_a49_lc_enus

#### Ethics & Code of Conduct

Business Ethics Course.....	Ichr_01_a68_lc_enus
Code of Conduct Awareness Course.....	Ichr_01_a38_lc_enus
Conflicts of Interest in the Workplace Course.....	Ichr_01_a07_lc_enus
Financial Integrity Course.....	Ichr_01_a86_lc_enus
Integrity in the Workplace Course.....	Ichr_01_a16_lc_enus
Preventing Fraud and Abuse Course.....	Ichr_01_a17_lc_enus

#### Workplace Compliance Essentials

Anti-Money Laundering: An Overview Course .....	Ichr_01_a56_lc_enus
Bullying and Violence in the Workplace Course .....	Ichr_01_a55_lc_enus
EEO and Lawful Hiring Course .....	Ichr_01_a70_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave Course .....	Ichr_01_a73_lc_enus
Foreign Corrupt Practices Act Course .....	Ichr_01_a27_lc_enus
Government Contracting Essentials Course .....	Ichr_01_a75_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course .....	Ichr_01_a20_lc_enus
Independent Contractors and Temporary Employees Course .....	Ichr_01_a31_lc_enus
Insider Trading Course .....	Ichr_01_a32_lc_enus
Intellectual Property Overview Course .....	Ichr_01_a29_lc_enus
Interviewing: Doing it Right Course .....	Ichr_01_a65_lc_enus
A Manager's Guide to Discipline and Documentation Course .....	Ichr_01_a53_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course .....	Ichr_01_a52_lc_enus
PCI Compliance Essentials Course .....	Ichr_01_a54_lc_enus
Privacy and Information Security Course .....	Ichr_01_a10_lc_enus
Procurement Integrity Course .....	Ichr_01_a72_lc_enus
Promoting a Substance-free Workplace Course .....	Ichr_01_a14_lc_enus
Record Retention Course .....	Ichr_01_a77_lc_enus
Rightful Employment Termination Course .....	Ichr_01_a08_lc_enus
Sarbanes-Oxley: What You Need to Know Course .....	Ichr_01_a19_lc_enus
Supply Chain Transparency Course .....	Ichr_01_a80_lc_enus
Union Awareness Course .....	Ichr_01_a64_lc_enus
US Antitrust Course .....	Ichr_01_a41_lc_enus
US Export Controls Course .....	Ichr_01_a81_lc_enus

# LEGAL COMPLIANCE COURSEWARE

Wage and Hour for Employees Course.....	lchr_01_a36_lc_enus
Wage and Hour Awareness for Managers Course.....	lchr_01_a37_lc_enus

## ■ Harassment

Sexual Harassment Prevention for Employees Course.....	lchr_01_a16_lc_enus
Workplace Harassment Prevention for Employees Course.....	lchr_01_a11_lc_enus
Workplace Harassment Prevention for Employees, version 2.0 Course.....	lchr_01_a22_lc_enus
Workplace Harassment Prevention for Managers Course.....	lchr_01_a17_lc_enus
Workplace Harassment Prevention for Managers – Multi-State Edition Course.....	lchr_01_a08_lc_enus
Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 Course.....	lchr_01_a23_lc_enus

## ■ Health Insurance Portability and Accountability Act

HIPAA Privacy Essentials Course.....	lchp_01_a01_lc_enus
HIPAA – Privacy Rule for Business Associates Course.....	lchp_01_a02_lc_enus
HIPAA - Privacy Rule for Covered Entities Course.....	lchp_01_a03_lc_enus
HIPAA - Security Rule for Business Associates Course.....	lchp_01_a04_lc_enus
HIPAA - Security Rule for Covered Entities Course.....	lchp_01_a05_lc_enus

## ■ Gaming Compliance

Title 31: Introduction Course.....	mind_13_a01_lc_enus
Title 31: Identifying Suspicious Activity Course.....	mind_13_a02_lc_enus
Title 31: Filling Out CTRCs Course.....	mind_13_a03_lc_enus

## ■ State/Local Government and Higher Education

Campus Security Obligations Under Federal Law Course.....	lchr_01_a93_lc_enus
Code of Conduct Awareness – Higher Education Edition Course.....	lchr_01_a91_lc_enus
FERPA for Higher Education Course.....	lchr_01_a85_lc_enus

Harassment Prevention for Employees - State and Local Government Edition Course .....	lchr_01_a14_lc_enus
Harassment Prevention for Managers - Higher Education Edition Course .....	lchr_01_a13_lc_enus
Harassment Prevention for Employees - Higher Education Edition Course .....	lchr_01_a12_lc_enus
Harassment Prevention for Managers - State and Local Government Sector Edition Course .....	lchr_01_a15_lc_enus
Title IX for Higher Education Course .....	lchr_01_a79_lc_enus
Student Rights Overview Course .....	lchr_01_a94_lc_enus

## ■ Canadian Compliance

The AODA: Customer Service and Accessibility Standard Course .....	lchr_01_a67_lc_enus
The AODA: Integrated Accessibility Standards Course .....	lchr_01_a90_lc_enus
Canadian Antitrust Course .....	lchr_01_a78_lc_enus
Preventing Harassment and Violence in the Canadian Workplace Course .....	lchr_01_a21_lc_enus

## ■ German Compliance

AGG (GETA) – Information for Employees Course .....	lchr_01_a39_lc_enus
AGG (GETA) - Information for Management Course .....	lchr_01_a42_lc_enus

## ■ Compliance Impact Series

COMPLIANCE IMPACT: Information Security – The Break-In Business Impact Series .....	_pc_bi_lcbi003
COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story Business Impact Series .....	_pc_bi_lcbi001
COMPLIANCE IMPACT: Antitrust – Rigging the Bid Business Impact Series .....	_pc_bi_lcbi002
COMPLIANCE IMPACT: Insider Dealing – The Tipping Point Business Impact Series .....	_pc_bi_lcbi004
COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend Business Impact Series .....	_pc_bi_lcbi005
COMPLIANCE IMPACT: Reasonable Accommodation – The Ask Business Impact Series .....	_pc_bi_lcbi006

## LEGAL COMPLIANCE COURSEWARE

COMPLIANCE IMPACT: Bribery – The Shipment  
Business Impact Series.....\_pc\_bi\_lcbi011

COMPLIANCE IMPACT: Using the Internet – Beware the Share  
Business Impact Series.....\_pc\_bi\_lcbi007

COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures  
Business Impact Series.....\_pc\_bi\_lcbi008

COMPLIANCE IMPACT: PCI – Verifying the Transaction  
Business Impact Series.....\_pc\_bi\_lcbi009

COMPLIANCE IMPACT: Workplace Violence – The Warning Signs  
Business Impact Series.....\_pc\_bi\_lcbi010

COMPLIANCE IMPACT: Antitrust – Trade Association Meeting  
Business Impact Series.....\_pc\_bi\_lcbi012

COMPLIANCE IMPACT: Bribery – The High Commission Red Flag  
Business Impact Series.....\_pc\_bi\_lcbi013

COMPLIANCE IMPACT: Insider Dealing - The Memo  
Business Impact Series.....\_pc\_bi\_lcbi014

COMPLIANCE IMPACT: Social Media - Blogger Gone Bad  
Business Impact Series.....\_pc\_bi\_lcbi015

COMPLIANCE IMPACT: Harassment - It's No Joke  
Business Impact Series.....\_pc\_bi\_lcbi016

COMPLIANCE IMPACT: Harassment - Handling the Complaint  
Business Impact Series.....\_pc\_bi\_lcbi017

COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple  
Business Impact Series.....\_pc\_bi\_lcbi018

COMPLIANCE IMPACT: Reporting Misconduct – Trust Your Instincts  
Business Impact Series.....\_pc\_bi\_lcbi019

COMPLIANCE IMPACT: Political Activities – Keep It Personal  
Business Impact Series.....\_pc\_bi\_lcbi020

COMPLIANCE IMPACT: Respectful Workplace – The Bully  
Business Impact Series.....\_pc\_bi\_lcbi021

COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock  
Business Impact Series.....\_pc\_bi\_lcbi022

## FEDERAL GOVERNMENT INDUSTRY

### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL COMPLIANCE

##### ■ Federal Government Legal Compliance

Accessibility and Section 508 Awareness	
Course.....	fgov_01_a20_lc_enus
EEO and Preventing Discrimination in the Federal Workplace	
Course.....	fgov_01_a34_lc_enus
Federal HR Flexibilities	
Course.....	fgov_01_a24_lc_enus
Government Ethics	
Course.....	fgov_01_a22_lc_enus
Information Security Awareness	
Course.....	fgov_01_a25_lc_enus
The No FEAR Act	
Course.....	fgov_01_a33_lc_enus
The Plain Writing Act	
Course.....	fgov_01_a30_lc_enus
Pre-retirement Planning for FERS	
Course.....	fgov_01_a27_lc_enus
Privacy Awareness	
Course.....	fgov_01_a26_lc_enus
Proper Use of Government Charge Cards	
Course.....	fgov_01_a23_lc_enus
Reasonable Accommodation for the Federal Workplace	
Course.....	fgov_01_a31_lc_enus
Sexual Harassment Prevention for Federal Employees	
Course.....	fgov_01_a19_lc_enus
Sexual Harassment Prevention for Federal Managers	
Course.....	fgov_01_a29_lc_enus
Telework for Government Employees	
Course.....	fgov_01_a28_lc_enus
The US Constitution	
Course.....	fgov_01_a18_lc_enus
USERRA: An Overview	
Course.....	fgov_01_a32_lc_enus
Workplace Safety	
Course.....	fgov_01_a21_lc_enus
The No FEAR Act (Update Available)	
Course.....	fgov_01_a17_lc_enus

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS BUNDLES

#### LIVE LEARNING ALL ACCESS

#### CISCO SYSTEMS

#### ■ Routing and Switching

- Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore  
Live Learning Course ..... LLCS0064
- Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore  
Live Learning Course ..... LLCS0065
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore  
Live Learning Course ..... LLCS0066
- Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Encore  
Live Learning Course ..... LLCS0077
- Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Encore  
Live Learning Course ..... LLCS0078
- Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0084
- Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0085
- Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore  
Live Learning Course ..... LLCS0088
- Implementing Cisco IP Routing (ROUTE) 2.0  
Live Learning Course ..... LLCS0093
- Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0094
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0  
Live Learning Course ..... LLCS0095

#### ■ Voice

- Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0068
- Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0067

- Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0071
- Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0072
- Integrating Cisco Unified Communications Applications (CAPPs) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0074
- Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0076

#### ■ Security

- Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Encore  
Live Learning Course ..... LLCS0069
- Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Encore  
Live Learning Course ..... LLCS0075
- Deploying Cisco ASA Firewall Solutions (FIREWALL) v2.0 Expert Encore  
Live Learning Course ..... LLCS0080
- Deploying Cisco ASA VPN Solutions (VPN) v2.0 Expert Encore  
Live Learning Course ..... LLCS0081
- Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0082
- Implementing Cisco Edge Network Security Solutions (SENSS) 1.0 Expert Encore  
Live Learning Course ..... LLCS0089
- Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore  
Live Learning Course ..... LLCS0090
- Implementing Cisco Security Access Solutions (SISAS) 1.0 Expert Encore  
Live Learning Course ..... LLCS0091

#### ■ Design

- Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore  
Live Learning Course ..... LLCS0079

#### ■ Data Center

- Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore  
Live Learning Course ..... LLCS0086

## LIVE LEARNING ALL ACCESS BUNDLES

Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore	
Live Learning Course .....	LLCS0087
Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore	
Live Learning Course .....	LLCS0083

## LIVE LEARNING ALL ACCESS

### (ISC)2

#### ■ Security

Certified Information Systems Security Professional Pt. 1 (CISSP) (2012) Expert Encore	
Live Learning Course .....	LLIS0005
Certified Information Systems Security Professional Pt. 2 (CISSP) (2012) Expert Encore	
Live Learning Course .....	LLIS0006

## LIVE LEARNING ALL ACCESS

### MICROSOFT TECHNICAL

#### ■ Microsoft SharePoint Server 2013

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore	
Live Learning Course .....	LLMS0060
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore	
Live Learning Course .....	LLMS0061

#### ■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore	
Live Learning Course .....	LLMS0049
Administering Microsoft Windows Server 2012 Expert Encore	
Live Learning Course .....	LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Encore	
Live Learning Course .....	LLMS0051
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore	
Live Learning Course .....	LLMS0052
Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore	
Live Learning Course .....	LLMS0053

Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore	
Live Learning Course .....	LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore	
Live Learning Course .....	LLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore	
Live Learning Course .....	LLMS0056
Windows Powershell 101 Expert Live with Encore	
Live Learning Course .....	LLMS0062

#### ■ Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore	
Live Learning Course .....	LLMS0036
Configuring Microsoft Windows 8.1 Expert Live with Encore	
Live Learning Course .....	LLMS0048

#### ■ Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore	
Live Learning Course .....	LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Encore	
Live Learning Course .....	LLMS0031
Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore	
Live Learning Course .....	LLMS0057

#### ■ Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore	
Live Learning Course .....	LLMS0047

#### ■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore	
Live Learning Course .....	LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore	
Live Learning Course .....	LLMS0045
Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore	
Live Learning Course .....	LLMS0059

#### ■ Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases	
Live Learning Course .....	LLMS0058

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS

#### COMPTIA

##### Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore  
Live Learning Course ..... LLCT0011

##### Desktop Support

CompTIA A+ 220-801 Expert Encore  
Live Learning Course ..... LLCT0016  
CompTIA A+ 220-802 Expert Encore  
Live Learning Course ..... LLCT0018

##### Security

CompTIA Security+ Expert Encore  
Live Learning Course ..... LLCT0017

### LIVE LEARNING ALL ACCESS

#### VMWARE

##### vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Encore  
Live Learning Course ..... LLVM0001  
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore  
Live Learning Course ..... LLVM0003  
vSphere 5.1 ICM Part Two Expert Encore  
Live Learning Course ..... LLVM0005  
vSphere 5.5 ICM Part One Expert Live with Encore  
Live Learning Course ..... LLVM0007  
vSphere 5.5 ICM Part Two Expert Live with Encore  
Live Learning Course ..... LLVM0008  
vSphere 6.0 ICM Part One Expert Live with Encore  
Live Learning Course ..... LLVM0009  
Datacenter Virtualization with vSphere 5: Part 2 Expert Encore  
Live Learning Course ..... LLVM0002

##### vCloud

vSphere 5.1 ICM Part One Expert Encore  
Live Learning Course ..... LLVM0004

### LIVE LEARNING ALL ACCESS CISCO

#### CISCO SYSTEMS

##### Routing and Switching

Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore  
Live Learning Course ..... LLCS0064  
Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore  
Live Learning Course ..... LLCS0065  
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore  
Live Learning Course ..... LLCS0066  
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Encore  
Live Learning Course ..... LLCS0077  
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Encore  
Live Learning Course ..... LLCS0078  
Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0084  
Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0085  
Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore  
Live Learning Course ..... LLCS0088  
Implementing Cisco IP Routing (ROUTE) 2.0  
Live Learning Course ..... LLCS0093  
Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore  
Live Learning Course ..... LLCS0094  
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0  
Live Learning Course ..... LLCS0095

##### Voice

Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0068  
Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0067  
Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0071  
Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore  
Live Learning Course ..... LLCS0072

## LIVE LEARNING ALL ACCESS BUNDLES

Integrating Cisco Unified Communications Applications (CAPPs) v8 Expert Live with Encore	(ISC)2
Live Learning Course ..... LLCS0074	
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore	
Live Learning Course ..... LLCS0076	

### ■ Security

Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Encore	
Live Learning Course ..... LLCS0069	
Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Encore	
Live Learning Course ..... LLCS0075	
Deploying Cisco ASA Firewall Solutions (FIREWALL) v2.0 Expert Encore	
Live Learning Course ..... LLCS0080	
Deploying Cisco ASA VPN Solutions (VPN) v2.0 Expert Encore	
Live Learning Course ..... LLCS0081	
Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore	
Live Learning Course ..... LLCS0082	
Implementing Cisco Edge Network Security Solutions (SENSS) 1.0 Expert Encore	
Live Learning Course ..... LLCS0089	
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore	
Live Learning Course ..... LLCS0090	
Implementing Cisco Security Access Solutions (SISAS) 1.0 Expert Encore	
Live Learning Course ..... LLCS0091	

### ■ Design

Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore	
Live Learning Course ..... LLCS0079	

### ■ Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore	
Live Learning Course ..... LLCS0086	
Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore	
Live Learning Course ..... LLCS0087	
Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore	
Live Learning Course ..... LLCS0083	

## LIVE LEARNING ALL ACCESS CISCO

### (ISC)2

#### ■ Security

Certified Information Systems Security Professional Pt. 1 (CISSP) (2012) Expert Encore	
Live Learning Course ..... LLIS0005	
Certified Information Systems Security Professional Pt. 2 (CISSP) (2012) Expert Encore	
Live Learning Course ..... LLIS0006	

## LIVE LEARNING ALL ACCESS CISCO

### COMPTIA

#### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore	
Live Learning Course ..... LLCT0011	

## LIVE LEARNING ALL ACCESS MICROSOFT

### MICROSOFT TECHNICAL

#### ■ Microsoft SharePoint Server 2013

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore	
Live Learning Course ..... LLMS0060	
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore	
Live Learning Course ..... LLMS0061	

#### ■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore	
Live Learning Course ..... LLMS0049	
Administering Microsoft Windows Server 2012 Expert Encore	
Live Learning Course ..... LLMS0050	
Configuring Advanced Windows Server 2012 Services Expert Encore	
Live Learning Course ..... LLMS0051	
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore	
Live Learning Course ..... LLMS0052	
Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore	
Live Learning Course ..... LLMS0053	

## LIVE LEARNING ALL ACCESS BUNDLES

Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore	LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore	LLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore	LLMS0056
Windows Powershell 101 Expert Live with Encore	LLMS0062
Live Learning Course .....	

### Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore	
Live Learning Course .....	LLMS0036
Configuring Microsoft Windows 8.1 Expert Live with Encore	
Live Learning Course .....	LLMS0048

### Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore	
Live Learning Course .....	LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Encore	
Live Learning Course .....	LLMS0031
Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore	
Live Learning Course .....	LLMS0057

### Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore	
Live Learning Course .....	LLMS0047

### SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore	
Live Learning Course .....	LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore	
Live Learning Course .....	LLMS0045
Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore	
Live Learning Course .....	LLMS0059

### Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases	
Live Learning Course .....	LLMS0058

## LIVE LEARNING ALL ACCESS MICROSOFT COMPTIA

### Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore	
Live Learning Course .....	LLCT0011

### Desktop Support

CompTIA A+ 220-801 Expert Encore	
Live Learning Course .....	LLCT0016
CompTIA A+ 220-802 Expert Encore	
Live Learning Course .....	LLCT0018

### Security

CompTIA Security+ Expert Encore	
Live Learning Course .....	LLCT0017

## LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

### PROJECT MANAGEMENT

### PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert	
Live with Encore	
Live Learning Course .....	LLPM0005

### Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore	
Live Learning Course .....	LLCT0010

### Professional Development

Coaching Skills for Supervisors and Managers Expert	
Encore	
Live Learning Course .....	LLPD0002

### Skillsoft Courses

Leadership Essentials: Communicating Vision Course	lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader Course	lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence Course	lead_05_a04_bs_enus

## LIVE LEARNING ALL ACCESS BUNDLES

Leadership Essentials: Leading Innovation Course.....lead_05_a06_bs_enus	Getting Results without Direct Authority: Reciprocity Course .....comm_27_a03_bs_enus
Leadership Essentials: Leading Change Course.....lead_05_a07_bs_enus	Getting Results without Direct Authority: Persuasive Communication Course .....comm_27_a02_bs_enus
Leading Teams: Developing the Team and its Culture Course..... team_03_a03_bs_enus	Getting Results without Direct Authority: Influencing Your Boss Course .....comm_27_a04_bs_enus
Leading Teams: Building Trust and Commitment Course..... team_03_a04_bs_enus	Principles of Accounting and Finance for Non-financial Professionals Course .....fin_02_a01_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration Course..... team_03_a05_bs_enus	The Essentials of Budgeting for Non-financial Professionals Course .....fin_02_a04_bs_enus
Leading Teams: Motivating and Optimizing Performance Course..... team_03_a06_bs_enus	Giving Feedback Course .....comm_29_a01_bs_enus
Leading Teams: Dealing with Conflict Course..... team_03_a07_bs_enus	Giving Constructive Criticism Course .....comm_29_a02_bs_enus
Leading Teams: Managing Virtual Teams Course..... team_03_a08_bs_enus	Management Essentials: Directing Others Course .....mgmt_15_a01_bs_enus
Workplace Conflict: Recognizing and Responding to Conflict Course.....comm_22_a01_bs_enus	Management Essentials: Confronting Difficult Employee Behavior Course .....mgmt_15_a04_bs_enus
Workplace Conflict: Strategies for Resolving Conflicts Course.....comm_22_a02_bs_enus	Analyzing Data with What-if Analysis in Excel 2010 Course .....mo_aexl_a06_dt_enus
Negotiation Essentials: What Is Negotiation? Course.....comm_24_a01_bs_enus	PivotTables and PivotCharts in Excel 2010 Course .....mo_aexl_a07_dt_enus
Negotiation Essentials: Communicating Course.....comm_24_a03_bs_enus	Managing Resource Assignments with Project 2010 Course .....mo_bprj_a07_dt_enus
Negotiation Essentials: Persuading Course.....comm_24_a04_bs_enus	Monitoring Schedule Performance with Project 2010 Course .....mo_bprj_a08_dt_enus
Problem Solving: Determining and Building Your Strengths Course..... pd_12_a02_bs_enus	Communicating Project Information with Project 2010 Course .....mo_bprj_a09_dt_enus
Problem Solving: Digging Deeper Course..... pd_12_a03_bs_enus	Preparing to Communicate Effectively at the 'C' Level Course .....comm_31_a01_bs_enus
Decision Making: Making Tough Decisions Course..... pd_12_a06_bs_enus	Techniques for Communicating Effectively with Senior Executives Course .....comm_31_a02_bs_enus
Working with Difficult People: Identifying Difficult People Course.....comm_23_a01_bs_enus	Meeting the Needs of Your Experts Course .....mgmt_21_a01_bs_enus
Working with Difficult People: How to Work with Negative People Course.....comm_23_a03_bs_enus	Overcoming Challenges When Managing Experts Course .....mgmt_21_a02_bs_enus
Working with Difficult People: How to Work with Procrastinators Course.....comm_23_a04_bs_enus	Advanced Customizing with Project 2010 Course .....mo_aprj_a01_dt_enus
Working with Difficult People: How to Work with Self- serving People Course.....comm_23_a06_bs_enus	Advanced Tools for Managing Multiple Projects with Project 2010 Course .....mo_aprj_a02_dt_enus
Communicating Across Cultures Course.....comm_26_a02_bs_enus	Advanced Resource Management with Project 2010 Course .....mo_aprj_a03_dt_enus
Improving Communication in Cross-cultural Relationships Course.....comm_26_a03_bs_enus	Advanced Scheduling Management with Project 2010 Course .....mo_aprj_a04_dt_enus
Getting Results without Direct Authority: Building Relationships and Credibility Course.....comm_27_a01_bs_enus	Advanced Reporting and Management Tools in Project 2010 Course .....mo_aprj_a05_dt_enus

## LIVE LEARNING ALL ACCESS BUNDLES

Managing Effective Business Meetings
Course.....comm_32_a02_bs_enus
Dealing with Common Meeting Problems
Course.....comm_32_a03_bs_enus
Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course.....proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract
Course.....proj_18_a02_bs_enus
Managing Software Project Outsourcing: Dealing with Risks
Course.....proj_18_a04_bs_enus
Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Course.....mo_bgel_a05_dt_enus
Performing Calculations Using Functions in Excel 2013
Course.....mo_bgel_a06_dt_enus
Presenting Data in Tables and Charts in Excel 2013
Course.....mo_bgel_a07_dt_enus
Manipulating Data in Excel 2013
Course.....mo_adel_a03_dt_enus
Data Search, Data Validation, and Macros in Excel 2013
Course.....mo_adel_a04_dt_enus

### LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

#### COMPTIA

##### Project Management

CompTIA Project+ (2009 Edition) Expert Live with Encore
Live Learning Course .....LLCT0010

### LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

#### PROFESSIONAL DEVELOPMENT

##### Professional Development

Coaching Skills for Supervisors and Managers Expert
Encore
Live Learning Course .....LLPD0002

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### VMWARE

##### vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert
Encore
Live Learning Course .....LLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
Live Learning Course .....LLVM0003
vSphere 5.1 ICM Part Two Expert Encore
Live Learning Course .....LLVM0005
vSphere 5.5 ICM Part One Expert Live with Encore
Live Learning Course .....LLVM0007
vSphere 5.5 ICM Part Two Expert Live with Encore
Live Learning Course .....LLVM0008
vSphere 6.0 ICM Part One Expert Live with Encore
Live Learning Course .....LLVM0009
Datacenter Virtualization with vSphere 5: Part 2 Expert
Encore
Live Learning Course .....LLVM0002

##### vCloud

vSphere 5.1 ICM Part One Expert Encore
Live Learning Course .....LLVM0004

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### MICROSOFT TECHNICAL

##### Microsoft Windows Server 2008 for All Access Virtualization

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert
Encore
Live Learning Course .....LLMS0047

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### PMP COURSE

##### PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert
Live with Encore
Live Learning Course .....LLPM0005

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### COMPTIA

## LIVE LEARNING ALL ACCESS BUNDLES

### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with  
Encore  
Live Learning Course ..... LLCT0011

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### CISCO SYSTEMS FOR AA VIRTUALIZATION

### ■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0  
Expert Live with  
Encore  
Live Learning Course ..... LLCS0084

# GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

## GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

### ■ Global Banking and Financial Services Curriculum

Bank Branch Operations Management  
Bank Branch Operations Management ..... fini\_01\_enUS

Commodity and Energy Markets, Futures, and Forwards  
Commodity and Energy Markets, Futures, and Forwards ..... fini\_02\_enUS

Insurance Concepts, Types, and Annuities  
Insurance Concepts, Types, and Annuities .. fini\_03\_enUS

Mutual Fund Concepts, Portfolio Management, and Regulations  
Mutual Fund Concepts, Portfolio Management, and Regulations ..... fini\_04\_enUS

Global Banking Supervision and Anti-Money Laundering Regulations  
Global Banking Supervision and Anti-Money Laundering Regulations ..... fini\_05\_enUS

Bank Risks and Capital Adequacy Planning  
Bank Risks and Capital Adequacy Planning fini\_06\_enUS

Basel Regulations and Bank Risk Management  
Basel Regulations and Bank Risk Management fini\_07\_enUS

Basel III and Liquidity Risk Management  
Basel III and Liquidity Risk Management .... fini\_08\_enUS

Counterparty Credit Risk and Credit Rating  
Counterparty Credit Risk and Credit Rating . fini\_09\_enUS

Credit Risk Analysis  
Credit Risk Analysis ..... fini\_10\_enUS

Credit Derivative Instruments  
Credit Derivative Instruments ..... fini\_11\_enUS

# ITS Student Registration Form

ITS Use Only

Entered by: \_\_\_\_\_  
Date: \_\_\_\_\_

Name Mr./Ms.:		ACE PID Number (or SSN if you do not have ACE PID):			
Agency & Division Name:		Office Phone:		Fax Number:	
Office Address: (Please provide Handmail address, if applicable)		Cell Phone:			
City:	State:	Zip:	Email Address:		

Course No./Name	Section 1 <sup>st</sup> Choice	Section 2 <sup>nd</sup> Choice	Dates/Times	Course Cost	Materials Needed *
					All None

\* Circle All or None. See the current schedule for materials needed for each course.

Bill State Agency

PLEASE DO NOT PREPAY.  
AGENCIES WILL BE BILLED  
FOR COURSE COSTS.

Bill Student

Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Agency/Employer Code: \_\_\_\_\_

Provider Number: \_\_\_\_\_

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Supervisor Address: (Specify Handmail, if applicable)

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please Read Carefully Before Signing:**

All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Return form to: ITS Eastwood Education Center, 3771 Eastwood Dr., Jackson, Ms 39211 • Phone: (601) 432-8186 • Fax: (601) 713-6380  
For more information on the Eastwood Education Center, visit the website: <http://www.its.ms.gov>



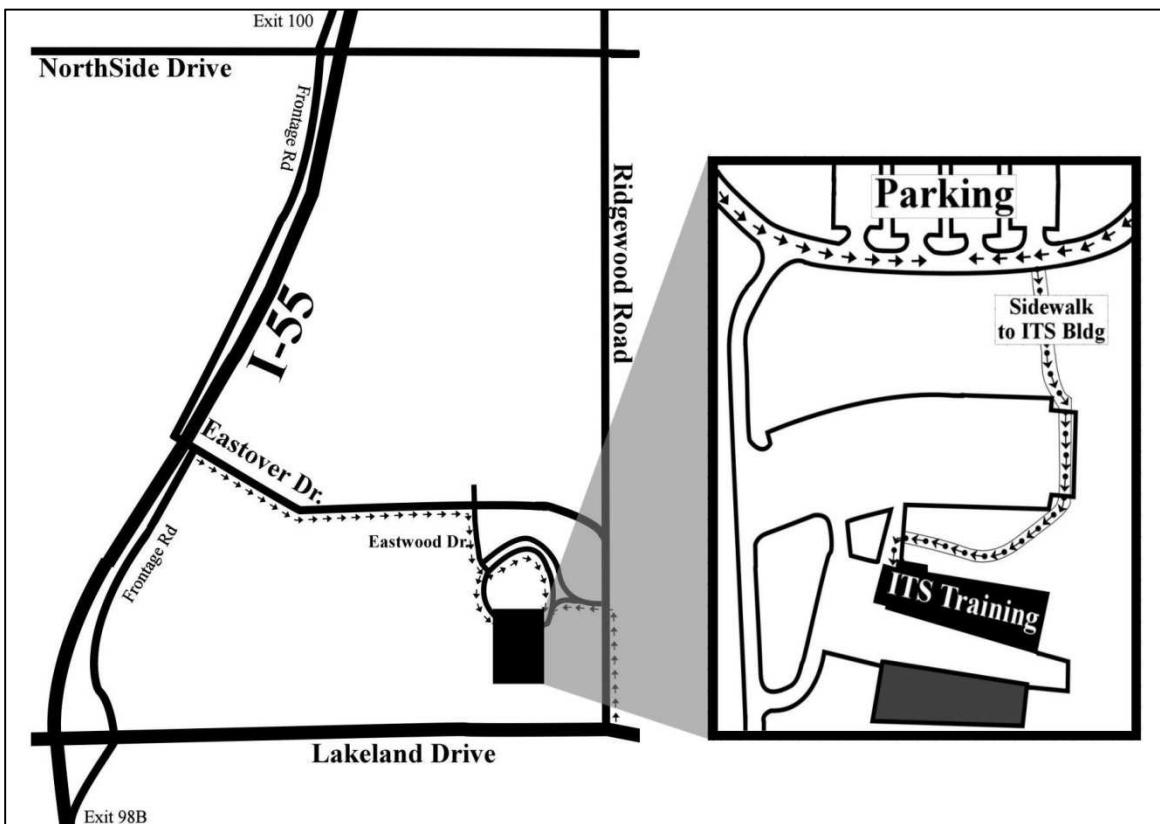
ITS On-Line Training Registration Form		
Name: (Please Print)		
Mr./Ms.		
ACE PID Number (or SSN if you do not have ACE PID):		
Agency & Division Name:		
Office Address: (Please provide Handmail address, if applicable)		
City:	State:	Zip:
Office Phone:		
Fax Number:		
Cell Phone:		
Email Address:		
Course No./Name:		
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING		
COURSE COST: PLEASE CHECK ONE		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>SKILLCHOICE COMPLETE</b> ON-LINE TRAINING <b>\$225 per person</b> (includes Technical, Business, and Desktop courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>FULL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical, Business, and Desktop courses)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>TECHNICAL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>BUSINESS LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Business courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>DESKTOP LIBRARY</b> ON-LINE TRAINING <b>\$55 per person</b> (includes Desktop courses & e-books)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>MAINFRAME LIBRARY</b> ON-LINE TRAINING <b>\$1,600 per person</b> (includes Mainframe courses)		
<input type="checkbox"/> Bill State Agency	<input type="checkbox"/> Bill Student	<input type="checkbox"/> Bill Non-State Agency
<b>PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.</b>		
All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.		
Agency/Employer Code: _____		
Provider No.: _____		
Supervisor's Name: (Please Print)		
<i>All registration forms <b>MUST</b> be signed by the individual responsible for payment.</i>		
<hr style="width: 20%; margin-left: auto; margin-right: 0;"/> Authorized Signature _____		

**PLEASE RETURN FORM TO:**  
 Susan McClain, ITS Education Services  
 3771 Eastwood Drive  
 Jackson, MS 39211  
 Phone: (601) 432-8186  
 Fax: (601) 713-6380  
 susan.mcclain@its.ms.gov  
**ITS WEB Home Page:**  
<http://www.its.ms.gov>



## Map and Directions

3771 Eastwood Drive, Jackson, MS 39211  
(601) 432-8000



### From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

### From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

## QUESTIONS & ANSWERS

### **1. What do I do if I need to cancel a class?**

If you are unable to attend a class for which you have registered, please contact the Eastwood Education Center immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

### **2. Why is being on time important?**

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

### **3. What should I wear to class?**

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the Eastwood Education Center at (601) 432-8186.

Thank you, and enjoy your training session!

# ITS Contact Information

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